


PERSONAL INFORMATION

Maria Xanthopoulou

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PERSONAL STATEMENT

I am a Greek native professional translator and interpreter with international experience in several multicultural environments. A solid academic background and valuable professional experience throughout Europe are the characteristics which resulted in my advanced intercultural communication skills. With a deep linguistic and cultural knowledge I intermediate between cultures and make sure customers' choices are successfully transmitted to the targeted audience.

PROFESSIONAL ROLES:

- Translator
- Conference Interpreter (simultaneous, consecutive, liaison and community interpreting)
- Project Manager
- Editor / Proofreader

WORK EXPERIENCE

1/9/2015–Present

Translator and Interpreter

Translation Embassy, Drama (Greece)

Duty areas:

- **Translation / Interpreting:** Assignments in various fields of expertise, namely Business and marketing, finances, legal and EU affairs, technical, medical, agriculture / environment, social sciences, websites and apps, negotiations e.t.c. Language combinations: EN-EL, FR-EL, DE-EL, TR-EL, EL-EN, EL-TR, TR-EN, EN-TR.
- **Project management:** Coordinating projects assigned to third parties and requiring further language combinations, managing the translators team and interacting with customers.
- **Web content management and Marketing strategy:** Creating and constantly editing content in the company's website and blog, designing and running marketing campaigns, managing social media.

1/8/2013–31/8/2015

International Customer Engagement Representative

SurveyMonkey Europe, Dublin, Éire/Ireland

Working in the multinational team based in Dublin with responsibilities in the following areas:

- **Localisation:** This area involves accomplishing Language Quality Assessment projects for the Turkish version of corporate websites, user interfaces of the platform, manuals and other documents, running reviews and improving localized content mainly in Turkish and responding to translators' queries / clarifications for all languages.
- **Providing support** to English, Turkish and German speaking customers in the company's Customer Operations Centre. This involves troubleshooting billing and technical issues, consulting, coordinating, helping with the organisation and conducting of surveys and explaining our product and services.
- **Training:** This involves mentoring new hires in order to help pass the knowledge to young members of the team and help them succeed in their duties.

- 1/4/2012–31/5/2013 **Project Manager - Translator**
Urban Translation Services, Istanbul (Turkey)
Project management was my main activity in Urban translation services. This field involved coordination of projects I was responsible for, managing the translation team, running quality checks on translations and providing feedback both to translators and clients.
In another activity I also took care of **translation and editing** projects that matched my language combinations. The household appliances manufacturer Arçelik and the Investment Support and Promotion Agency of Turkey were two clients, whose projects involved also my participation either in translating or in editing.
- 1/1/2009–31/3/2012 **Freelance Translator and Interpreter**
As a freelance translator and interpreter I worked in connection with translation agencies but also with direct private clients (individuals or companies). Project areas: legal, technical, patents, medical, financial, EU affairs, websites, apps e.t.c.
- 1/3/2006–31/5/2006 **Customer Support Agent**
Teleperformance Greece, Corfu (Greece)
Customer support agent at the health centre of Corfu

EDUCATION AND TRAINING

- 2009–2011 **Master's degree, Conference Interpreting**
Aristotle University - Conference Interpreting, Thessaloniki (Greece)
 - Consecutive and simultaneous interpreting
 - Additional courses: Modern European History, Psycholinguistics, EU policies, EU history, voice coaching and language enhancement in all our working languages
- 2003–2008 **Bachelor's degree, Language Interpretation and Translation**
Ionian University, Corfu (Greece)
 - Theory and methodology of translation
 - Linguistics
 - Technical, legal, political, medical and financial translation
 - Foreign language enhancement
 - Introduction to domestic and European law, economics and political science
 - Foreign and Greek literature
- 1/10/2013–Present **Online courses through coursera.org**
 - Constitutional struggles in the Muslim world (*University of Copenhagen*)
 - Contraception: Choices, Culture and Consequences (*University of California, San Francisco*)
- 7/2011–12/2012 **Turkish Language and Literature**
TÖMER Institute - university of Ankara, Istanbul (Turkey)
 - Turkish language
 - Higher diploma of Turkish as a foreign language granted by TÖMER
- 2/2011–6/2011 **Turkish Language and Literature**
Bosphorus University, Istanbul (Turkey)
 - Turkish language and literature

- English for International Relations

1/9/2010–30/9/2010

Conference Interpreting - Intensive Course

Johannes Gutenberg-Universität Mainz, Gemersheim (Germany)

- Conference interpreting in consecutive, simultaneous mode
- Mock conferences

15/7/2009–15/8/2009

Czech Language and Literature

Palacký University in Olomouc, Olomouc (Czech Republic)

- Summer School of Slavonic languages.
- Czech language courses. A1 level diploma obtained.

2007–2008

German Language and Literature

Leibniz Universität Hannover, Hannover (Germany)

- German language (grammar, oral, writing, reading etc)
- Translation
- German literature
- German history and culture

2006–2007

Translation Internship

Université Marc Bloch de Strasbourg, Institut de Traduction, Interprétation et Relations Internationales (ITI-RI), Strasbourg (France)

- Translation and subtitling
- French language and Culture
- German

PERSONAL SKILLS

Mother tongue(s)

Greek

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C2	C2	C2
Proficiency of Cambridge					
German	C2	C2	C2	C2	C2
C2 Certificate of Goethe Institut					
French	C2	C2	C2	C2	C2
Diplôme d'études en langue française Sorbonne 2					
Turkish	C2	C2	C2	C2	C2
Advanced certificate of TÖMER					
Spanish	B2	B2	B2	B2	B2
B2 of Instituto Cervantes					
Portuguese	A2	A2	A2	A2	A2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Digital competence Windows, Microsoft Office, Internet, SDL Trados, Studio, workspace solutions, TTW 10, InterpretBank, X-Bench, Tag Editor, ABBY Fine Reader

ADDITIONAL INFORMATION

Volunteering

Interpreter | *Documentary and Film Festival of Thessaloniki - March 2010*

Community interpreter | *Special Olympics World Summer Games ATHENS 2011*

Interpreter | *French Institute of Thessaloniki - October 2010*

Organizational duties | *BALKAN SQUARE - Municipality of Neapoli, Thessaloniki - September 2009*

Translator | *Intellectum Magazine (local magazine of Thessaloniki) - July 2007*