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Italian / Spanish -> English
Language Professional
teaching | translation |
editing | proofreading
consecutive interpretation



American Translators
Association 270439



Associazione Italiana
Formatori 643



Proz.com Member
1649593



Mediterranean Editors
and Translators 1791



ITI Cymru Wales



ITI 21407

Project Manager

CEFR Language Levels:

English: **native** (West Coast American)

Italian: **C2**

Spanish: **C1**

IT SKILLS:

• Trados Studio 2021, Memsource
• good command of: Microsoft
Office Suite, Mac & Windows,
Typeform, Soapbox, Wytia,
Mailchimp, GoogleSuite, Calendly,
Trello, Slack, Salesforce, Wordpress

Courtney Keeling Greenlaw

Expert trilingual trainer, translator and liaison interpreter with over 20 years' experience in adult ESL and soft-skills education; Successful track record with over 3,000 C-level corporate clients and adult students; Over 750,000 words translated from Italian and Spanish into English; Subtitling experience in the corporate and entertainment sectors; Project Management experience with Training, CRM Changeover and Enterprise Change Management projects; Friendly, out-going with excellent communication, public speaking and presentation skills gained through experience as an actress, saleswoman and trainer in the USA and Italy.

Work Experience

Language Services Consultant

2006 - Present | Milan, Italy & Cardiff, UK

English Language Trainer-Business, Academic, General

+3000 students | +70 companies | 2 universities | 16 language schools

- Act as main point of initial and follow up contact for new and existing clients
- Prepare and present price quotes and content offer
- Draft contracts to clearly define project budgets, schedules, scope and content
- Handle all phases of contract creation, renewal and closure with direct clients; assist with contracting when hired as a third-party consultant
- Conduct needs analyses
- Develop and deliver linguistic level testing
- Organize groups based on needs, skill level and availability
- Schedule courses and maintain online scheduling tools
- Develop lesson plans; research and gather content for tailored lessons
- Conduct 1-to-1 and group lessons at company offices or via virtual platforms
- Interact with C-level managers and other staff and adapt content and schedule to their needs as the projects progress
- Create and deliver milestone reports on progress and attendance
- Handle all invoicing, procurement, tax filings and financial reporting in compliance with Italian and US law
- Network with fellow professionals and clients to foster long-term relationships
- Prepare clients for IELTS, TOEFL, TOIEC, BEC, CPE, SAT, First Certificate
- Assist clients with business and academic writing: university applications, personal statements, CVs, cover letters, LinkedIn profiles, emails, PPTs, etc.
- Format, edit and mentor thesis writing;
- Create and deliver workshop content: Job Interviews in English, Public Speaking and Presentation Skills

Translation, Editing, Proofreading, Transcription, Subtitling, QA, Copy-editing, Liaison & Consecutive Interpreting: IT/SP > EN

+750,000 words translated | collaboration with +20 agencies in 7 countries

literature | film & TV | medical journal articles | food&beverage | contracts

- Translate texts from Italian or Spanish into English
- Edit or proofread texts translated into or written by others directly in English
- Create subtitles by translating audiovisual dialogue from IT or SP into English or transcribing it directly from English, time-coding and editing it in compliance with style guides/parameters
- Communicate with PMs and/or direct clients, editors and proofreaders
- Create price quotes, negotiate project budgets, scope and delivery deadlines
- Provide timely feedback, corrections and invoices to PMs and/or direct clients
- Consecutively interpret spoken Italian or Spanish into English and vice versa during meetings or (*liaison*) whilst accompanying clients as they travel
- Research industry-specific vocabulary
- Handle all invoicing, procurement, tax filings and financial reporting in compliance with Italian, UK and US law

TOPICS: Audit reports, balance sheets, business letters, comic books, contracts, fashion and luxury goods, food production & vending, hotel & travel, internal corporate communications, manuals, meeting minutes, novels, poetry, Power Point presentations, press releases, privacy statements, real estate, renewable energy, school transcripts, scientific journal article editing, speeches, subtitles, video transcription, websites.

MANAGEMENT SKILLS

- **Leadership:** managed 22 teachers from 13 different countries working between Rome and Milan as co-owner of Corporate English, srl; managed 6 staff as PM & Executive Assistant at ADEC srl.
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- **Time Management:** scheduled freelance activities for over 14 years, coordinating up to 150 clients at a time; managed the schedules of all 24 staff as co-owner of Corporate English, srl; successfully employ online scheduling tools to significantly streamline client scheduling, cancellation and rescheduling.

SOFT SKILLS:

- Good knowledge of **project management processes and procedures** gained through MSc program and project team work in ADEC srl, PoliHub and Innovazione Digitale, as well as from managing my freelance business.
- Extremely **flexible & adaptable**, able to insert myself into various work teams and professional contexts due to my **experience working in foreign countries** (brief experiences in Spain and Peru as well as Italy) and working with **varying roles from diverse sectors** on a daily basis for over 16 years.
- **Culturally sensitive**, have traveled to over 50 countries.
- **Highly organized and detail-oriented** due to the need for **record keeping and invoicing** that my freelance business requires.
- **Myers-Briggs Type Indicator:** ENFJ personality
- **Belbin Team Roles Preference:** Specialist, Implementer, Shaper, Plant, Finisher

Presentation, Public Speaking, Academic Writing and Language Skills Trainer 2015 - 2017 | Milan, Italy

Osservatorio Innovazione Digitale | www.osservatori.net

- Assist staff to translate (IT-EN) and proofread research papers for publication
- Assist staff with group presentations
- Presentation and Public Speaking Skills training for staff who presented research at specialized conferences abroad
- Cultural sensitivity and ESL training to promote English as organization's working language
- One-to-one ESL and ESP training for the Managing Director.

International Relations Officer 2016 - 2017 | Milan, Italy

PoliHub StartUp District & Incubator | www.polihub.it

- Project team member for new website development
- Translator and proofreader (IT-ENG) for research papers, press releases, web content, etc.
- Presentation and Public Speaking Skills training for top management
- Cultural sensitivity and linguistic support for staff during international meetings and conference calls
- Promoter of English as the organization's working language.

Professor: Foundation Year English for Academic Studies; Study Skills, Report Writing and Presentation Skills Workshop 2014 - 2015

Milan, Italy | **European School of Economics Ltd.** | www.esec.ac.uk

3 classes | 1 workshop | 3 semesters | +75 students from +15 countries

- Develop lesson plans; research and gather content for tailored lessons for international ESL university students
- Prepare students for UK university exams, projects, presentations and classwork
- Teach students English business and academic writing styles and standards
- Correct and grade classwork, homework and exams according to UK scale
- Review grading done by fellow teachers to ensure fair and accurate marking
- Create and deliver workshop content for English Study Skills, Report Writing and Presentation Skills intensive workshop with 30 students

Co-Owner & Didactic Coordinator 2009 - 2011 | Milan, Italy

Corporate English s.r.l.

+5 languages | 22 Teachers from 14 countries | courses in Milan and Rome

- Headhunt, interview, hire, onboard and train teachers for 5 languages
- Establish salary scale and draft contracts assisted by a labor consultant
- Assist with monthly payroll operations
- Perform linguistic level testing and needs analyses
- Create, organize, schedule and place teachers for company, small group and individual courses
- Generate weekly, monthly and end-of-course reports for clients in Excel, Word or online
- Handle day-to-day client relations: up-selling, problem solving, rescheduling, change of scope
- Manage budgeting and procurement
- Organize and execute teacher training workshops and staff meetings
- Handle immigration and/or work visa procedures for teachers from Australia, Canada, USA
- Assist with teachers' cultural integration in Italy (attain Fiscal Code, VAT number, Permit of Stay, medical coverage, choose doctors, open bank accounts, find housing, renew passports, etc.)
- Create and maintain website and customer, supplier and inventory databases
- Plan and host sales meetings
- Carry out face-to-face, telephone and internet sales activities
- Conduct market research
- Plan, budget and launch marketing campaigns
- Design advertising materials
- Organize and lead special client outreach events
- Act as main point of contact for all teachers and clients

* The California Single Subject Teaching Credential is the Federal Certification to teach adolescents and adults granted by the United States government. It's equivalent to a Master degree because it requires over 495 classroom hours, 990 hours of autonomous study and more than 3 months of student-teaching either observed by or in tandem with an expert teacher in a real public school during the regular school year. The credential program curriculum contains 3 courses specifically aimed at teaching content (not just English) to non-native English speakers, for a total of 135 classroom hours and 270 hours of autonomous study, observation and work with real ESL students (EDSU 530 Theories, Methods, and Materials for Teaching English Learners; EDSU 531 Secondary Instructional Strategies for Language/Culturally Diverse Classrooms; EDSU 532 Effective Literacy Instruction for Single Subject Candidates). An evaluation by the State Board of Education must also be passed. The exam consists of your lesson plan and materials, a video of you teaching the lesson to real students and your post-lesson self-evaluation and reactions on how the lessons went. You have only 2 chances to pass.

Executive Assistant & Project Manager 2017 - 2018 | Milan, Italy
ADEC s.r.l. | www.adec.it

- Personal assistant to CEO and Head of Staff
- Project manager for CRM changeover
- ESL trainer for multicultural staff
- Assisted with head-hunting, hiring and onboarding
- Interfaced with foreign software houses

High School English Literature Teacher and Substitute Teacher (all subjects) 2004 - 2006 | **Acalanes Union High School District:**

Lafayette, Moraga, Orinda, Walnut Creek, California, USA | **San Ramon Valley Unified School District:** Danville, California, USA

Education and Training

2017-2014 | **MSc in Project Management Cum Laude** | **University of Liverpool** (EQUIS, AACSB, AMBA accredited) | England

Management School Dissertation of the Year Award 2017 - "Implementing a Bilingual Work Environment in an Italian SME"

present-2006 | **CPD: webinars, lecture series, industry conferences**

AIF, APTRAD, ATA, BP, CIOL, Difusión, EF, Learnlight, MET, PROZ, SDL/RWS, Smartcat, The Great Courses Series, University of Liverpool: (list available upon request)

2007 - 2004 | **California State Single Subject Teaching Credential in English and Spanish *** | **Chapman University** | Concord, CA, USA

2005 | **Postgraduate Studies** | **University of California Berkeley** | USA

Teaching Adults; Motivation/Group Work Strategies; TEFL; Lesson Planning; Grading/Reports; Teaching Students with Learning/Physical Disabilities.

2002 | **Teaching English as a Foreign Language Certificate** | **i-to-i** | UK

2001-1997 | **BA in Theatre Arts and English Literature Summa Cum Laude** | **Humboldt State University** | Arcata, California, USA

Omicron Delta Kappa Leadership Association | 2-time Irene Ryan Nominee |

I authorize my personal data to be handled pursuant to EU law 2016/679 (General Data Protection Regulation). I hereby declare that all information contained herein is true, pursuant to Italian D.P.R.445/2000.