

# COURTNEY KEELING GREENLAW

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## SUMMARY

Driven trilingual individual with history of providing excellent, personalised linguistic and business support. Has successfully guided over 3,000 clients to achieving their academic and professional goals. Upbeat consecutive and liaison interpreter, project manager and executive assistant with over 20 years' practical experience in multi-cultural academic and business environments. Worldwide independent traveller. Passionate about delivering outstanding quality and service through reflective practice and double-loop learning.

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## EXPERIENCE

**Events Co-ordinator (Board member),** 10/2023 - Current  
**ITI Cymru Wales** - Cardiff, UK

**Executive Coach & Language Services Professional,** 03/2006 - Current  
**freelance** - Milan, Italy | Cardiff, UK

- Support C-level executives and their EAs in preparing reports, speeches, PPTs, financial statements, travel arrangements in English and Italian
- Provide Italian - English consecutive interpreting services in business meetings in person and online
- Provide Italian - English liaison interpreting services, accompany foreign business guests all day, assist with their travel, dining, entertainment and accommodation logistics
- Evaluate clients' strengths and weaknesses to maximise potential and refine areas requiring improvement, using proper guidance and mentorship
- Provide one-on-one coaching sessions with clients to attain business goals, offering education for new skills and measuring accountability
- Use problem-solving and analytical skills to verify causes of failures to modify unproductive behaviours and eliminate non-functioning or inefficient methods
- Translated over 1 million words from Italian, Spanish and Catalan into English – documents, novels, websites, subtitles

**Professor: Foundation Year English for Academic Studies; Study Skills, Report Writing, Presentation Skills Workshop,** 2014 - 2015, **European School of Economics Ltd.** | [www.ese.ac.uk](http://www.ese.ac.uk) - Milan, Italy

- 3 classes, 1 workshop, 3 semesters, +75 students from +15 countries
- Gathered content and developed lesson plans tailored for international ESL university students
- Created and delivered workshop content for 'English Study Skills, Report Writing and Presentation Skills' intensive workshop with 30 students
- Prepared students for UK university exams, projects, presentations and classwork
- Taught students English business and academic writing styles and standards
- Corrected and graded classwork, homework and exams according to UK grading scale
- Reviewed grading done by fellow teachers to ensure fair and accurate marking



## CONTACT

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## SKILLS

- Teaching, training, mentoring
- Interpreting, translating, editing, proofreading, subtitling in English, Italian, Spanish and Catalan
- Dynamic problem solving
- Project Management
- Arranging and troubleshooting travel and events
- Diary management, minute taking
- Presentation development
- Stakeholder relationship management
- MS Office, Google Suite, Trello, CAT tools, Calendly

**International Relations Officer, 01/2016 - 07/2017**

**PoliHub Startup District & Incubator, Polytechnic University of Milan - Milan, Italy**

**Co-Owner & Didactic Coordinator, 7/2009 – 6/2011**

**Corporate English s.r.l. - Milan, Italy**

- 5 languages, 22 Teachers from 14 countries, courses in Milan and Rome
  - Headhunt, interview, hire, on-board and train teachers
  - Establish salary scale and draft contracts assisted by a labour 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
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## EDUCATION

Master of Science, Project Management - with distinction, 2017

**University of Liverpool** - Liverpool, LIV

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

**Pedagogy, 2007**

**Chapman University** - Concord, CA, USA

QTS equivalent: California Single Subject Teaching Credential in English and Spanish

**Bachelor of Arts, Theatre Arts & English Literature - cum laude, 2001**

**Humboldt State University** - Arcata. California. USA

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## LANGUAGES

English: First Language | Italian: C2 | Spanish: C1 | Welsh: A1

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## CERTIFICATIONS

- Firer: British Pyrotechnists Association
  - Restorative Yoga & Backmitra Teacher - 325 hours teacher training: Solstice Yoga Centre, Oaxaca, Mexico
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## PROFESSIONAL MEMBERSHIPS

- American Translators Association (ATA)
- *Associazione Italiana Formatori* (Italian Trainers Association)
- Institute of Translation and Interpreting (ITI)
- ITI Cymru Wales (board member, conference speaker)
- Mediterranean Editors and Translators (MET) (conference speaker, chronicler, keynote speaker liaison)
- SUBTLE: Subtitlers for Excellence