



Lic. Anca Doina Buzatu

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● WORK EXPERIENCE

01/03/2010 – CURRENT Linz, Austria

FREELANCE TRANSLATOR AND INTERPRETER WITH ROMANIAN AS NATIVE LANGUAGE ANCA BUZATU SPRACHDIENSTLEISTUNGEN

- Collaboration as a freelance translator and interpreter with various companies, authorities, translation agencies and social organisations within EU (some recommendations are available here: <https://www.proz.com/feedback-card/717283>)
- Linguistic services offered: translation, MTPE, transcreation, proofreading, subtitling, interpreting
- Source languages: German and English
- Target language: Romanian
- Specialization fields: law, marketing, Internet and e-commerce, PR and advertising, SEO

01/06/2021 – 31/03/2022 Linz, Austria

IN-HOUSE TRANSLATOR AND LABOUR MARKET COUNSELLOR (INTENSIVE COMPETENCY-BASED COUNSELLING) MIGRARE (ZENTRUM FÜR MIGRANTINNEN OBERÖSTERREICH)

- Translation from German into Romanian of various documents (internally for migrare and for local authorities such as Land OÖ, AMS or local social organisations)
- Intensive employment and vocational counselling for clients with migratory and refugee background (one to one counselling) in German, English and Romanian
- Documentation of the counselling process, compiling reports and exchange of information/communication with AMS (Public Employment Service Austria)

Website www.migrare.at

22/01/2018 – 31/05/2021 Pasching, Austria

IN-HOUSE TRANSLATOR UND CUSTOMER HAPPINESS MANAGER TRACTIVE GMBH

- Ticket handling in English, German and Romanian
- Live Chat in English, German and Romanian
- Facebook Community Management in German and English (when needed)
- Translations from German and English into Romanian (e-commerce texts, advertisements, general marketing content, SEO keywords and SEA)
- Helping with content creation for the external Help Center and internal canned messages
- Improving collaboration with shipping partners (claim handling and clarifications)
- Improving products and apps using customer feedback and own creative ideas

Website www.tractive.com

28/08/2016 – 21/01/2018

PARENTAL LEAVE (CHILDCARE AND HOUSEKEEPING)

20/07/2015 – 27/08/2016 Pregarten, Austria

CUSTOMER SERVICE REPRESENTATIVE VIKING DIREKT GESMBH

- Request and complaint handling via email, telephone and chat (customers from Germany, Austria and Switzerland)
- Responding to customer inquiries such as orders, inquiries related to products and promotions, complaints, webshop-related support requests

- Preparing and submitting promotional offers to customers
- Ensuring a high level of customer satisfaction by implementing internal quality guidelines

Website www.vikingdirekt.at

01/11/2012 – 15/01/2015 Linz, Austria

IN-HOUSE TRANSLATOR FOR ROMANIAN AND TEAM LEADER (CUSTOMER SERVICE INTERNATIONAL WEST) BET-AT-HOME ENTERTAINMENT GMBH

- Quality assurance and quality control for both Romanian translations and Customer Service agendas
- Implementing various measures for the continuous development of the Customer Service West team
- Technical and organizational leadership
- Assisting the department manager with various topic-related tasks
- Handling customer requests
- Performing translations from German and English into Romanian: PR statements, newsletters, promotions, betting offers, website localization, etc.

Website www.bet-at-home.com

15/03/2010 – 30/10/2012 Linz, Austria

IN-HOUSE TRANSLATOR AND CUSTOMER SERVICE REPRESENTATIVE BET-AT-HOME ENTERTAINMENT GMBH

- Translation from German/English into Romanian of various texts with subject fields pertaining to online and print marketing, sport competitions and events, campaigns, advertisements, PR articles, gambling and betting offer, website localization
- Content management of the Romanian website
- Translation and transcreation of various contents for the Romanian website (advertising campaigns, sport news, slogans, teaser, newsletter, flyers, GTC, conditions and rules of participation for promotional contests)
- Creating new content in the form of short sport news/promotional content targeting the Romanian audience
- Active participation at the website relaunch and various ad campaigns by translating and localizing the content (both online and printed material)
- Handling requests from Romanian customers and Affiliate partners via email, telephone and live chat

Website www.bet-at-home.com

● **EDUCATION AND TRAINING**

26/09/2014 – 03/07/2015 Linz, Austria

DAF/DAZ COURSE (GERMAN AS A FOREIGN AND SECOND LANGUAGE) FOR LANGUAGE TRAINERS BFI Upper Austria

Trainer in adult education for German as a foreign language and German as a second language

Address 4020, Linz, Austria | **National classification** DAF/DAZ

01/07/2008 – 31/12/2008 Luxembourg, Luxembourg

TRANSLATION TRAINEESHIP European Parliament, Directorate General for Translation, Romanian Unit

Translation of various EU-documents from English and German into Romanian and revision of freelance translations

Type of documents: draft agendas, minutes, written declarations, draft opinions, petitions, notices to members, written and oral questions, draft opinions, motions for a resolution, amendments, justifications, explanatory statements, draft reports, working documents.

Fields: education, human rights, environment, agriculture, public health, scientific research, climate change, space policy, consumer protection, VAT evasion, economic relations etc.

- Faculty of Letters, Department of Applied Modern Languages
- Bachelor of Arts in Philology (German and English)

● **LANGUAGE SKILLS**

Mother tongue(s): **ROMANIAN**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
GERMAN	C2	C2	C2	C2	C1
ENGLISH	B2	C1	B2	C1	C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **DIGITAL SKILLS**

Microsoft Office, Microsoft Word, Microsoft Excel, Outlook, Facebook, Google | CAT tools (memoQ, SDL Trados) | Microsoft Office: proficient user of Word, Excel and Powerpoint | Internet, E-mail and Social Media

● **ADDITIONAL INFORMATION**

COMMUNICATION AND INTERPERSONAL SKILLS

Good communication skills gained through my experience as counsellor and interpreter
