Kawtar Mazroui

0493/95.30.33

km-translations@outlook.com / mazroui_kawtar@hotmail.be

16/05/1987

Work experience

July 2017 October 2020	**Second Line with Nespresso SA** Support to 1st line colleagues and back-office -Translation of machine user manuals (Dutch and English to French)
2016-2017	**Interpreting missions in the medical field for Bruxelles Accueil (non-profit organization)**
April 2011- July 2017	**Senior Digital Team Agent with Nespresso SA** -Customer service by phone, post, email and social media (Twitter and Facebook) -Translation of machine user manuals (Dutch and English to French) and review of the content of the website in French -Compliance with procedures and quality and productivity objectives -Coaching of new colleagues
June 2016	Voluntary translation for **Doctors of the World** Extract of a document about mission funds transport (French-English)
January 2012- February 2014	**Private coach with My Sherpa (Brussels)** Private French and English courses (as a part-time self-employed)
March 2011	**Administrative Assistant with Corona Direct Assurances (Haren)** Administrative tasks (interim)

<u>Studies - Training</u>

2019-2020	University Certificate for the sworn translator and/or interpreter (Université de Mons)
2016	Training in Interpreting Ethics and Medical Interpreting in the social field (Bruxelles Accueil)
2011-2015	Private and group Dutch courses (Berlitz, CVO Meise/Jette and Nespresso SA) - B2/C1 level
2008-2010	**Master in « Multidisciplinary translation English-Arabic-French »** at the High School of Brussels (Institute for Translators and Interpreters-ISTI) in Brussels
Jan-Apr 2010	Internship in Translation with the NGO Islamic Relief (now Karama Solidarity) (Brussels)
2005-2008	**Bachelor from the High School Of Brussels in "Translation English-Arabic-French"**
Sept. 2007 -	Erasmus at the University of Aberdeen (Scotland) – Optional classes : *Gender Studies* and *American History*
jan. 2008	
1999-2005	**College degree in Athénée des Pagodes (Brussels) "Latin-Sciences" Option** *(Distinctive prize)*

<u>IT skills</u>

- MS Office

- Computer assisted translation (CAT) : term base (Trados and Multiterm)

-Internet and social media

-Data bases, CRM tools (Oracle-Citrix)