

PERSONAL INFORMATION

**Daniela Šišková, MSc.**

 Za Potokem 253, 25217 Tachlovice, Czech Republic

 +420 725378686

 buba.siskova@seznam.cz

Sex Female | Date of birth 26/08/1975 | Nationality Slovak

English to Slovak translator

WORK EXPERIENCE

2013 - Present

Freelance English/Czech to Slovak Translator

- Translation of advertising material
- Copyediting and proofreading

2007- 2013

Learning and Development Senior Specialist

PricewaterhouseCoopers Czech Republic, Prague

- Delivering internal soft and hard skills trainings in English
- Providing consultation to professionals within lines of services
- Working with local partners and regional L&D functions
- Cooperation with E-learning international team

Business or sector Financial /advisory services

2006 - 2007

Customer Relationship Management Specialist

Vodafone Czech Republic, Prague

- Driving effectiveness and long-term development of Customer facing teams
- Analyzing Customer care results and trends to predict customer behaviour
- Setting-up guidelines and processes for standardised communication and valuable deliverables
- Executing consumer and business CRM campaigns

Business or sector Telecommunications

2000 - 2006

Customer Care Senior Specialist / Project Specialist

T-Mobile Slovensko, Bratislava, Slovak Republic

- Leading and/or participating in Customer Care project teams
- Internal magazine advisory board membership
- Preparing professional procedures and training material
- Cooperation in system/services preparation and testing
- Automated IVR (Interactive Voice Response) telephone lines management

Business or sector Telecommunications

EDUCATION AND TRAINING

1993 - 1999 **Master (MSc.) in Japanese language & Intercultural communication**

Comenius University of Bratislava, Slovak Republic

- Slovak syntax
- Slovak morphology
- Translation studies basics
- Introduction to interpreting
- Intercultural business communication

1992 - 1993 **English language and Russian language**

Secondary Language Grammar School, Banska Stiavnica, Slovak Republic

- English language state exam

PERSONAL SKILLS

Mother tongue(s) Slovak

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
General state exam, Proficiency level certificates.					
Czech	C2	C2	C1	C1	C1
German	B2	B2	B1	B1	B1

Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user
Common European Framework of Reference for Languages

Communication skills ▪ excellent communication skills gained through my experience as a soft skills trainer

Computer skills ▪ good command of Microsoft Office™ tools
▪ good command of the internet research and search engines

ADDITIONAL INFORMATION

- Certificates
- Negotiation Skills, Clear Blue Water Consultancy, Prague, Czech Republic, 2008.
 - Proficiency Certificate in English, Canadian Bilingual Institute, Bratislava, Slovak Republic, 2004
 - High Impact Presentation, Dale Carnegie Slovakia, Bratislava, Slovak Republic, 2004
 - Proficiency Linguistic Level in English, The Caledonian School, Bratislava, Slovakia, 2003