

JENNIFER HERNÁNDEZ

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PROFESSIONAL SUMMARY

B2B Content Moderator for the biggest Social Media platform in the world, as well as a Spanish Interpreter specialized in Immigration, Mental Health and Mindfulness. I have worked with agencies for the UK government and other organisations assisting asylum seekers and other public service users. I hold a Masters of Arts – MA focused on Interpreting & Translation at the University of Westminster, London.

SKILLS

- Outstanding social skills
- People's person
- Agile
- Team player
- Researcher
- Self-motivated

WORK HISTORY

- 01/ 2020 to Current **B2B Content Moderator - Social Media Agent, Teleperformance - Greece.**
Reviewing business advertisements and content in English and Spanish following the company's policies to determine whether it complies with the company's standards of integrity.
- 01/2018 to Current **Public Sector Interpreter for various agencies**
Clear Voice-The Language Shop-OnCall- Enable2 – London
Interpreter for persons with a migrant and/or refugee background who do not speak or understand the national language, in order to allow them to have access to public services such as health care.
- 03/2017 to Current **Interpreter and Translator**
Digitalbook Ltd- London/ Barcelona
Interpreting international meetings and translation of documents to facilitate communication between different parties with different languages.

BakingLoveLondon - London

Translating social media posts, advertising, business websites and announcements.

05/2017 to 2019

Receptionist

The Australian Physiotherapy and Pilates Institute, APPI Health Group – London

Booking clients and classes. Received and resolved an average of 300 calls and 500 emails each week regarding bookings and complaints. Welcoming patients and clients to the clinic and assisting them. Organise and archive client's files.

01/2015 to 01/2016 **Personal assistant & Marketing assistant – Salsa Devotion – Worthing & London**

- Targeted both offline and online consumers by designing a multi-pronged and comprehensive marketing strategy.
- Collaborated with designers on the marketing materials.
- Worked closely with clients to identify their needs and challenges and provide solutions-orientated campaign themes.
- Reviewed and edited posts to guarantee high content quality.

2011-2012

Customer service - PAUL , London

Front shop serving customers.

2013-2014

Spanish Teacher volunteer – All Saints Primary School, London

2010-2011

Banqueting Staff – The Landmark Hotel at Marylebone, London.

2005- 2010

CEO at Las Titiriteras, Entertainment company, Spain.

EDUCATION

2018 to 2019 **Masters degree MA in Interpreting & Translation – University of Westminster – London**

2017 to 2018 **Community Interpreting Level 3 – Hammersmith & Fulham Adult Learning and Skills Service - London**

CERTIFICATIONS

- Cambridge CAE Certificate
- ESOL Level 2, London.
- Public Speaking course, London
- Pronunciation course, London
- Certificate of Higher Education(HNC) in Customer Service, Spain
- Certificate of Higher Education (HNC) in Marketing, Protocol and Publicity, Spain

- General Certificate of Education (GCE), Spain

LANGUAGES

Native Spanish

Proficient English