



Ludmila Carvalho

LinkedIn: <https://www.linkedin.com/in/ludmila-carvalho>

WORK EXPERIENCE

2005 – CURRENT

ENGLISH-CZECH TRANSLATOR, TRANSCREATOR AND PROOFREADER FREELANCE

- specializing in toys and games, tourism, legal and marketing
- handling occasional projects during maternity leave

MAY 2015 – MAY 2017 Brno, Czechia

EXECUTIVE ASSISTANT FOREIGNERS.CZ

- managing day-to-day operations of the start-up company head office
- planning and scheduling CEO's meetings and appointments
- preparation of presentations, documents, correspondence, reports
- organizing and maintaining company files and records
- analysing systems, implementing best practices and supervising internal processes
- internal trainings and workshops, onboarding of new team members
- point of contact for franchise offices, business partners, external accountant
- project and event management
- English translations (marketing, legal) and proofreading

OCT 2013 – MAY 2015

EXECUTIVE DIRECTOR / OFFICE MANAGER FOREIGNERS.CZ

AUG 2013 – OCT 2013

RELOCATION CONSULTANT FOREIGNERS.CZ

- comprehensive assistance with relocation
- sales and communication with expats and property owners
- intercultural skills and thinking out of the box to overcome cultural barriers
- legal documentation preparation and review

EDUCATION AND TRAINING

2008 – 2012 Brno, Czechia

MA IN ENGLISH LANGUAGE TRANSLATION (MGR.) Faculty of Arts, Masaryk University

2004 – 2009 Czechia

BA IN TRAVEL AND TOURISM MANAGEMENT Faculty of Informatics and Management, University of Hradec Králové

LANGUAGE SKILLS

Mother tongue(s): **CZECH**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2
PORTUGUESE	A2	A2	A1	A1	A1
GERMAN	B2	B2	B2	B2	B2

ORGANISATIONAL SKILLS

Management and leadership experience

- teamleader (up to 15 ppl)
- front- and back-office management

Knowledge Base Management

- drafting and updating internal manuals, directives and best practices
- suggestions for processes improvement
- development of organizational structure and task responsibilities across company

Event management

- monthly Expat MeetUps, company trainings and teambuilding events (up to 100 ppl)

COMMUNICATION AND INTERPERSONAL SKILLS

Multicultural understanding and communication

- thriving in international environment
- understanding different perspectives with respect and tolerance

Interpersonal communication and sales skills

- effective communication, presentation skills and sales techniques gained through intensive trainings (2014-2016)