

MELISSA CHAVEZ

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EDUCATION

Algonquin College 2024 - 2026

Web Development & Internet Applications Diploma

- GPA: 4.0/4.0
- Dean's Honours List
- Coursework: Front End Development, Cross-Platform Web Development, Back End Development, Network Operating Systems, Database Design and Management

Universidad Catolica de Chile 2013 - 2015

Master in English-Spanish Translation

- Coursework: Computer Assisted Translation, Applied Linguistics, Terminological Management, Advanced Information and Communication Technologies for Translation (Trados Studio), Research Methodology

PROGRAM-RELATED SKILLS

Languages: HTML, CSS, JavaScript, C#, ASP.NET, Python 3, SQL, PHP

Frameworks: SASS, Bootstrap

Software Tools: Visual Studio Code, DataGrip, Pycharm, VMware Workstation, PuTTY, FileZilla, Microsoft Office (Word, Excel, PowerPoint, Outlook), Figma, Blazor

Adobe Creative Cloud: Illustrator, InDesign, Photoshop

Additional Qualifications

- Strong technical communication skills with clients and team members, honed over 10+ years of work experience
- Excellent organizational skills for task and time management, demonstrated through successful management of large projects and effective problem-solving strategies
- Proven ability to thrive under tight deadlines and adapt to changing project requirements while maintaining high standards of deliverables
- Fluent in both English and Spanish, basic knowledge of Portuguese and Japanese

ACADEMIC PROJECTS

Banking Web Application, Web Programming II Jun 2024

- Coded a simple C# banking web application for creating and viewing customer accounts, depositing, withdrawing and transferring funds.

Portfolio Website, Cross-Platform Web Development Mar 2024

- Designed and developed a cross-platform friendly portfolio website using HTML, CSS and Bootstrap. The website included a responsive form and navigation menu.

Pokedex Web Application, Web Programming I Apr 2024

- Designed and developed a web application using HTML, CSS, Javascript, and PokeAPI. The website included asynchronous data retrieval and using local storage to ensure persistent data.

Social Media Website, Graphics Technology Jul 2024

- Designed and prototyped a social media platform using Figma, from low fidelity wireframe to high fidelity wireframes.

WORK EXPERIENCE

Translator and Project Manager

Jan 2017 - Present

English UC, Santiago, Chile

- Translated technical and non-technical documentation according to client specifications, ensuring accuracy and maintaining a 95% client satisfaction rate
- Compiled technical information into glossaries and terminology databases as part of a three-person team, from initial design through finalization
- Managed translation projects, fostering effective communication with translation team, resulting in a 20% improvement in project delivery timelines
- Leverage Illustrator to format translated infographics and brochures, providing ready-to-use products
- Helped establish English UC's translation department and translated over 11 books and a MOOC course

In-House Translator

Jan 2015 - Dec 2016

Bnamericas, Santiago, Chile

- Used effective communication strategies to collaborate with journalists and translators, resulting in timely delivery of news reports and a 10% increase in response times
- Developed advanced problem-solving skills through meeting tight deadlines, resolving 95% of project challenges promptly and effectively
- Streamlined workflow processes by implementing translation software, reducing turnaround times by 15%

Server

Dec 2010 - Apr 2011

Yogurstory, Honolulu, USA

- Encouraged shift changes to improve workflow during busy hours, increasing service efficiency by 10%
- Cultivated strong relationships with frequent customers, enhancing dining experience and increasing repeat business by 20%
- Initiated personalized food recommendations tailored to customer preferences, receiving praise or thanks from 10 customers

Team Member and Barista

Dec 2008 - Mar 2009

Pret a Manger, London, England

- Enhanced time management skills by efficiently multitasking between cashier duties and coffee preparation, meeting customer service expectations during peak hours
- Proposed and implemented a new sequence for end-of-shift cleaning tasks, enabling earlier shop closure by 15 minutes
- Provided exceptional service during mystery shopper evaluations, contributing to store achievement of bonus and recognition for outstanding customer satisfaction

CERTIFICATIONS

Responsive Web Design, freeCodeCamp, May 2024

JavaScript Essential Training, LinkedIn, Apr 2024

Critical Thinking and Problem Solving, LinkedIn, Feb 2024

AWARDS

Best Student Award, Translation Cohort, Chilean-British University of Culture, 2012