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#### ADDRESS:

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### Italian / Spanish -> English

#### Language Professional

VAT n. IT05619700965:

teaching | translation |  
editing | proof-reading  
consecutive interpretation



American Translators  
Association 270439



Associazione Italiana  
Formatori 643



Proz.com Member  
1649593



Mediterranean Editors  
and Translators 1791

#### Project Manager

### CEFR Language Levels:

English: native (West Coast American)

Italian: C2

Spanish: C1/2

#### IT SKILLS:

- Trados Studio 2015, Memsource
- good command of : Microsoft Office suite, Mac & Windows, Typeform, Soapbox, Wytia, Mailchimp, GoogleSuite, Calendly, Trello, Slack, Salesforce, Wordpress

#### OTHER MEMBERSHIPS:

- Omicron Delta Kappa Leadership Association
- PWA - Professional Women's Association - Milan Chapter

# Courtney Keeling Greenlaw

Expert trilingual trainer with over 20 years' experience in education; Successful track record with over 3,000 clients/students; Over 500,000 words translated from Italian/Spanish into English; Project Management experience in the training and CRM sectors; Excellent communication, public speaking and presentation skills gained through experience as an actress, saleswoman and trainer in the USA and Italy.

## Work Experience

### Translation, Editing, Proof-reading, Transcription, Subtitling, Transcreation, Consecutive Interpretation: IT/SP into EN

2007 - Present | Milan, Italy

Audit reports, balance sheets, business letters, comic books, contracts, fashion and luxury goods, food production & vending, hotel & travel, internal corporate communications, manuals, meeting minutes, novels, poetry, Power Point presentations, press releases, privacy statements, real estate, renewable energy, school transcripts, speeches, subtitles, video games, video transcription, websites;

**Contract Clients:** Mashfrog S.p.A.: Rome, Italy; ZoneCreative srl: Biella, Italy; Moleiro Editor SA: Barcelona, Spain. | **Agencies:** **Argentina:** Translation Back Office s.a.: Córdoba | **Italy:** Arcadia: Pisa; Artbook s.a.s. di Eleota Massimiliano & C.: Genoa; Idiomas di Bertoni Antonella & C. s.n.c.: Bagnacavallo (Ra); Novilinguists Multimedia: Genoa; Romagna Lingue s.r.l.: Cesena (FC); Simultanea s.n.c.: Milan; Speedy Language Studio di L. Mazzoleni & C. s.a.s.: Bergamo; Studio Francesca Parmegiani: Milan; Studio Traduzioni s.a.s. di Ghizzone G. & C.: Legnano (MI); Synthesis Global Solutions: Milan; Team Translations s.r.l.: Perugia; Traducispagnolo: Milan; Traduko s.a.s.: Milan; Transitus Group: Perugia; Vero Traduziomi: Casnate con Bernate (CO). | **Poland:** Enigma Translations Maciej Dworzyński; Flexibris Sp. z o.o.: Warsaw. | **Portugal:** iTechWords -Unipessoal, Lda.: Lisbon; SmartIdiom Corp., Lda.: Lisbon. | **Spain:** IdiomConcept S.L.: Barcelona; **UK:** Codex Global: London; Wordminds: London. | **USA:** ETCETERA Language Group, Inc.: Washington D.C.; I-YUNO Global Co.: Burbank, CA; Same Day Translations: Pleasant Grove, UT; Wagner Consulting LLC: New York City, NY. | **Private clients.**

#### SCIENTIFIC JOURNAL ARTICLE EDITING:

- Casartelli, L., et al. (2017). "The Role of the Cerebellum in High Stages of Motor Planning Hierarchy", J. Neurophysiol, 2017(1)474-1482. doi:10.1152/jn.00771.2016.
- Mascheretti, S., De Luca, A., Trezzi, V., Peruzzo, D., Nordio, A., Marino, C. & Arrigoni, F. (2017). "Neurogenetics of developmental dyslexia: From genes to behavior through brain neuroimaging and cognitive and sensorial mechanisms", Translation Psychiatry, 7(1):e987. IF: 5.538.
- Mascheretti, S., Andreola, C., Scaini, S., Ogliaeri, A. & Sulpizio, S. (2018). "Beyond genes: A systematic review of environmental risk factors in developmental dyslexia", Research in Developmental Disabilities, in press, https://doi.org/10.1016/j.ridd.2018.03.005.
- Mascheretti, S., Gori, S., Trezzi, V., Ruffino, M., Facoetti, A. & Marino, C. (2017). "Visual motion and rapid auditory processing are solid endophenotypes of developmental dyslexia", Genes Brain and Behavior, doi: 10.1111/gbb.12409. IF:3.743.
- Riva, V., Cantiani, C., Mornati, G., Gallo, M., Villa, L., Mani, E., Saviozzi, I., Marino, C. & Molteni, M. (2018). "Distinct ERP profiles for auditory processing in infants at-risk for autism and language impairment", Scientific Reports. 8(1)715, doi: 10.1038/s41598-017-19009-y. IF: 4.259.
- Trezzi, V., Forni, D., Giorda, R., Villa, M., Molteni, M., Marino, C. & Mascheretti, S. (2017). "The role of READ1 and KIAA0319 genetic variations in developmental dyslexia: Testing main and interactive effects", Journal of Human Genetics, in press, doi:10.1038/jhg.2017.80. IF: 2.471.

#### Under Review

- Riva, V., Mozzi, A., Forni, D., Trezzi, V., Giorda, R., Riva, S., Villa, M., Sironi, M., Cagliani, R. & Mascheretti, S. (2018). "The role of DDC2 risk genetic variants in developmental dyslexia: Testing main and haplotypic effects".

**FILM TRANSLATION and SUBTITTLING:** "Cityzen" (2015) documentary film about Palermo directed by Ruggero Gabbai.

### English Language Trainer - Business, General (exam preparation and university applications)

2006 - Present | Milan, Italy

- Contact and contract with new and existing clients;
- conduct needs analysis and linguistic level testing;
- prepare and present financial and content offer;
- organize groups;
- schedule courses;
- develop lesson plans and gather content for tailored lessons;
- conduct 1-to-1 and group lessons in English at company offices or via Skype;
- interact with C-level managers and other staff;
- create reports on attendance and progress;
- invoicing;
- networking and client follow-up to foster long-term relationships;
- prepare IELTS, TOEFL, TOIEC, BEC. CPE, SAT, First Certificate;
- help with university applications, personal statements, CVs, cover letters, LinkedIn profiles;
- format, edit and mentor thesis writing;
- job interview skills in English.

## MANAGEMENT SKILLS

- **Leadership:** managed 23 teachers from 13 different countries working between Rome and Milan as co-owner of Corporate English, srl; managed 60 staff as PM & Executive Assistant at ADEC srl.
- **Time Management:** scheduled freelance activities for over 14 years, coordinating up to 150 clients at a time; managed the schedules of all 23 staff as co-owner of Corporate English, srl; successfully employ online scheduling tools to significantly streamline client scheduling, cancellation and rescheduling.

## SOFT SKILLS:

- Good knowledge of **project management processes and procedures** gained through MSc program and project team work in ADEC srl, PoliHub and Innovazione Digitale, as well as from managing my freelance business.
- Extremely **flexible & adaptable**, able to insert myself into various work teams and professional contexts due to my **experience working in foreign countries** (brief experiences in Spain and Peru as well as Italy) and working with **varying roles from diverse sectors** on a daily basis for over 14 years.
- **Culturally sensitive**, have traveled to over 50 countries.
- **Highly organized and detail-oriented** due to the need for **record keeping and invoicing** that my freelance business requires.
- **Myers-Briggs Type Indicator:** ENFJ personality
- **Belbin Team Roles Preference:** Specialist, Implementer, Shaper, Plant, Finisher

**COMPANIES:** **Consortia:** Assolombarda, GIMAV | **Consulting:** Accenture, Adecco, BDO, Capgeinmi, Det Norsk Veritas Italia (Quality Assurance), DNV Global, Econocom, Europlacements, F2A, Fieldfisher (SASPI), McKinsey, Michael Page, PWC, Robert Half, TBWA | **Dental/Medical:** ADEC srl | **Energy:** Eaton Electric, Edison, Enel | **Engineering:** Andion Tech, Ansaldo, Bticino, BRE-Engineering, Prisma Engineering, Siirtec Nigi, Verga Engineering | **Entertainment:** Arnoldo Mondadori Editore SpA, Mediaset, Museo Nazionale della Scienza e Tecnologia Leonardo Da Vinci di Milano, Publitalia | **Fashion:** Louis Vuitton, Prada | **Finance/Insurance:** Assicurazioni Generali, BNL, CT&P, Fineco Bank, ICCREA, Intesi Group, Italease, IWBANK, Mutui Online SpA, Studio Caramanti Ticozzi & Partners - TELEM/ACS srl, UnicreditBanca | **IT:** Citel, IBM, Innovazione Digitale (Fondazione Politecnico di Milano), Lexmark, Netapp, Nokia, NTT Data, Oracle, PoliHub, Reply, SoftTech, Sophos, Stream, Schibsted (Subito, InfoJobs), Trebi | **Law:** Studio Legale Gardenal & Associati, Studio Legale Guariso, Studio Legale Mazzoni | **Manufacturing:** FHP -Vileda, Hawe, Monier, MPM, Procter & Gamble, Valcom | **Telecom:** British Telecom, Jtaltel, Sirti, T-Systems, Vodafone | **Transport/Logistics:** Air France, ALDAutomotive, Mercedes-Benz, SEA(Linate), Toyota, TreNord, Volkswagon-Autogerma, UPS.

**Universities:** European School of Economics -Buckingham University, MIP Politecnico di Milano School of Business.

**Language Schools & Associazioni:** A.F.G.P. Centro Padre Piamarta, Milan; Associazione Servizi Formarivi, Milan; Corporate English s.r.l., Milan; De Agostini Editore S.p.A., Milan; digital publishing Italia s.r.l. (Speexx), Pavia; Education First, Milan & Lucerne, Switzerland; Enti Confindustriali Lombardi per l'Education (ECOLE), Cinisello Balsamo; Fondazione Luigi Clerici, Milan; Learnlight UK Limited, London; NOE Formazione, Bergamo; The Language Club, Milan; The Language Net s.r.l., Rome; Millenium Language School, Genova; Professional Advantage Training Italia. Rome; Servizi Estero S.p.A., Milan; Studio Linguistico London Eye, Settimo Milanese.

## **Executive Assistant & Project Manager**

ADEC srl | *Milan, Italy*

2017 - 2018

Personal assistant to CEO and Head of Staff; project manager for CRM changeover; language trainer for multicultural staff, assist with hiring, interface with foreign software houses.

## **International Relations Officer**

PoliHub StartUp District & Incubator | [www.polihub.it](http://www.polihub.it) | *Milan, Italy*

2016 - 2017

Project team member for new website development, translator and proof-reader for research papers; press releases, web content, etc. (IT-ENG); presentation and public speaking skills training for top management; cultural sensitivity and linguistic support for staff during international meetings and conference calls; promoter of English as the organization's working language.

## **Presentation, Public Speaking, Academic Writing and Language Skills Trainer**

Osservatorio Innovazione Digitale | [www.osservatori.net](http://www.osservatori.net) | *Milan, Italy*

2015 - 2017

Assist staff in the translation and proof-reading of research papers for publication (IT-ENG); small group presentation and public speaking skills training for staff presenting research at specialized conferences abroad; cultural sensitivity and linguistic training to promote English as organization's working language; one-to-one training for the top manager.

## Co-Owner & Didactic Coordinator

Corporate English s.r.l. | *Milan, Italy*

2009 - 2011

Headhunting, interviewing, hiring, training of teachers for 5 languages; establish salary scale and draft contracts (*ritenuta d'acconto, a progetto, prestazione d'opera, Partita IVA, CoCoPro*) & assist with monthly payroll operations; perform linguistic level testing, course creation, organization, scheduling and teacher placement for company, small group and individual courses; reporting to clients in Excel, Word or online; day-to-day client relations - problem solving, scheduling; budgeting and procurement; organize and execute teacher training workshops and staff meetings; execute immigration and/or work visa procedures for teachers from Australia, Canada and the USA; assist with cultural integration of teachers (attain Fiscal Code, Partita IVA number, Permit of Stay, ASL medical coverage, choose doctors and dentists, open bank accounts, find housing, renew passports, etc.); database maintenance and website updating; sales, organize sales meetings and carry out face-to-face, telephone and internet sales activities; marketing and market research activities; design advertising materials; organize and lead special client outreach events.

## High School English Literature Teacher and Substitute Teacher (all subjects)

Acalanes Union High School District | *Lafayette, Moraga, Orinda, Walnut Creek, CA* | San Ramon Valley Unified School District | *Danville, CA, USA*

2004 - 2006

Create and teach materials at the appropriate student comprehension level to promote progress in speaking, listening, reading and writing in English according to District, California State and Federal requirements; monitor students study progress with assignments and frequent testing; provide written reports and support to students and administrators; (as a substitute) carry out lesson plans provided by teachers, generate reports regarding student performance and discipline; lessons held in the public high school environment with 14-35 students per class.

## Education and Training

### MSc in Project Management - Cum Laude

University of Liverpool | *Liverpool, England*

2017 - 2014

**Management School Dissertation of the Year Award 2017 - "Implementing a Bilingual Work Environment in an Italian SME"**

PMI standards and familiarity with ICB, Prince2 and other international standards, iron triangle, PMBOKs 9 Knowledge Areas, 5 Process Groups, 42 Inputs, Tools & Techniques and Outputs.

### Webinars, Audio Lecture Series, Professional Conferences

**AIF, APTRAD, ATA, BP, CIOL, Difusión, EF, Learnlight, MET, PROZ, SDL, Smartcat, The Great Courses Series, University of Liverpool | *international***

2006 - present

Translation, Proof-reading, Web Research, Editing, Audio Transcription, Time Coding, Interpretation, Business and Legal Terminology, Philosophy, Linguistics, The History of the English Language, Creative Writing, TEFL Teaching Techniques, etc. (list available upon request).

## California State Single Subject Teaching Credential in English and Spanish

Chapman University | Concord, CA, USA

2007 - 2004

Didactic Skills; Discipline Strategies; Group Work Skills; Teaching English as a Foreign Language within Specific Subject Courses; Lesson Planning; Grading and Reporting; Administrative Rapport; Child and Young Adult Psychology; Computer Skills; Providing for Students with Learning Disabilities and Physical Disabilities; Time Management and Organization in the Workplace

*The California Single Subject Teaching Credential is the Federal Certification to teach adolescents and adults granted by the United States government. It's equivalent to a Master degree because it requires over 495 classroom hours, 990 hours of autonomous study and more than 3 months of student-teaching either observed by or in tandem with an expert teacher in a real public school during the regular school year. The credential program curriculum contains 3 courses specifically aimed at teaching content (not just English) to non-native English speakers, for a total of 135 classroom hours and 270 hours of autonomous study, observation and work with real ESL students (EDSU 530 **Theories, Methods, and Materials for Teaching English Learners**; EDSU 531 **Secondary Instructional Strategies for Language/Culturally Diverse Classrooms**; EDSU 532 **Effective Literacy Instruction** for Single Subject Candidates). An evaluation by the State Board of Education must also be passed. The exam consists of your lesson plan and materials, a video of you teaching the lesson to real students and your post-lesson self-evaluation and reflections on how the lessons went. You have only 2 chances to pass.*

## Postgraduate Studies

University of California Berkeley | Berkeley, CA, USA

2005

Teaching Adults; Motivation/Group Work Strategies; TEFL; Lesson Planning; Grading/Reports; Teaching Students with Learning/Physical Disabilities.

## Certificate of Completion in Teaching English as a Foreign Language

i-to-i online school | England

2002

Classroom teaching techniques for TEFL, curriculum and activity development for TEFL lessons.

## BA in Theatre Arts and English Literature

Humboldt State University | Arcata, CA, USA

2001 - 1997

### Summa Cum Laude | Omicron Delta Kappa Leadership Association

Design set, costume, make-up, lighting; directing; playwriting; acting; history of theatre and dance; piano, singing; stage combat; Shakespeare; modern and classic American and British literature; sociology; geology; earth sciences; history; Spanish; German.