

ANDREA BETTINA LARROCA

Bilingual Admin / Data Entry Clerk
ENG – SPA Interpreter & Translator

Education

- Bachelor's Degree in Interpreting, ENG – SPA at UMSA (4 years).
- Bachelor's Degree in Translation & Teaching (4 years).
- High School Diploma in Social Sciences.
- CAE: Certificate in Advanced English, University of Cambridge.
- FCE: Certificate in English, University of Cambridge.
- Certification in Data Entry & Document Processing Operations.

Work Experience

- **Acciona – Bilingual Data Analyst Jr/Administrative**
Data audit for HR at international level using HCM: *Workday*, and internal service desk through SaaS platforms: *ServiceNow*. Monitoring and cleansing of data displayed in dashboards and reports. Integration systems: EIB, for uploading or editing mass data. Use of *Workday* for creating and editing Supervisories & Projects, Job Profiles, Locations, Job Classifications, among other data management activities. Coordination with the different departments of the company in Australia, Portugal, Qatar, among others. From April 2024 to date.
- **Corrugados Getafe S.L. - Randstad – Bilingual Administrative**
Document Management of the quality department in English and Spanish for audits in Germany, Denmark, the United Kingdom, France and Portugal (ISO Standards). From January 2024 to March 2024.
- **Canges, servicios y gestion S.L. – Digitalization and Data Entry Support – Internship**
Document preparation, document scanning, indexing and extraction of scanning metadata, loading of delivery notes (inbound and outbound) into DELSOL system, preparation of customer orders in DELSOL, inventory management. From July 2023 to December 2023.
- **SKF Industrie – Applications Expert (Italy)**
ITIL incident management (identification, categorization, prioritization, escalation or closure of IT incidents). Monitor and design of reports on tickets lifecycle, using PaaS & SaaS platforms such as *ServiceNow*. General transcription support: transcriptions and memos of webinars, town halls in English and Italian. From July 2021 to July 2022.
- **Baker McKenzie – Document Services Coordinator**
Document editor and creator through Office and *ServiceNow* for ticket handling, upholding the department's quality and efficiency standards. Data entry support. Peer reviews (PRE-AUDIT) to ensure consistent output quality. Follow-up firm brand standards and templates. Legal and general transcription of voice files and videos in English, Spanish and Portuguese using voice recognition software such as *Dragon Transcription Software* and *Philips Transcribe*. Communication with clients using *Skype*, *Teams* or *ServiceNow*. Implement all company policies, rules, and regulations. From March 2020 to May 2021.
- **Castillo y Asociados – Bilingual Secretary**
Coordination of appointments, events and meetings. Product purchasing. Communication with US companies, providers and bank agents. Research on rents, insurances, vehicle policies. Payment of credit cards, invoices and services in the US. Management of expenses, bank accounts and social media. Translation of emails, user manuals, vehicle parts manuals. Daily communication and support to management. From October 2017 to March 2019.
- **Scriptalks – Audio & Video Transcriber**
Legal (hearings, trials, mediations in English, Spanish and Portuguese) and general transcription (webinars, plenaries, conferences, phone calls in English, Spanish, Portuguese and Italian) of audios and videos for different clients such as: *Bluebird Support Services Limited*, *Wow AI*, *Stenotype España SL*, *Avanza Traducciones*, among others. From May 2017 to date (Freelance).



Contact Information

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Skills

Management of SaaS and PaaS platforms: **ServiceNow**.

HCM platforms: **Workday**.

Use of management tools:
Notion, *Podio*, *Scribe Manager*.

Management of other programs: *VLC Media Player*, *Sharepoint*, *Office*, *Pedable NCH Software*, *WavePad Audio Editor Software*.

Use of transcription tools:
Express Scribe, *Philips Dictation & Transcription Software*, *SHAIP*.

Effective communication.
Quick and fluent learning.



Web

www.andrea-larroca.com

Languages

- English
- Spanish
- Portuguese
- Italian