

FELIPE MENA PÉREZ

COSTA RICAN ID #: 1-1363-0919

INDUSTRIAL ENGINEER &
CERTIFIED TRANSLATOR



SAN JOSE, COSTA RICA



(506) 8398-2666

< PERSONAL INFORMATION >

Name Felipe Mena Pérez
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OBJECTIVE

Hard-working, responsible and highly motivated team player seeking opportunities to learn new skillsets and grow on a professional and personal level.

PROFILE / BRIEF COVER LETTER

Industrial Engineer and Spanish<->English certified translator with over a decade's worth of experience in the provision of translation services and SMEs engaged in the restaurant, language services and news media industries.

WORK EXPERIENCE



OUTLIER LEGAL SERVICES

www.outlierlegal.com

September 27, 2021 - February 13, 2023

Developed, streamlined and implemented a process to assign, complete, and submit certified translations, in a timely, reliable and cost-effective manner.

Certified Translator

- Developed a process that allowed the company's Immigration Department to assign tasks based on urgency, and other factors (i.e.: customer satisfaction, processing times, delays, unforeseen challenges, etc.), via cloud-based services.
- Corrected a bottleneck problem that incurred unnecessary costs and limited the company's ability to meet their short and long-term obligations.
- Served 1115 clients, translated 2140 documents (1,348,782 words), and delivered \$91,257.04 USD worth of translated documents.



THE TICO TIMES

www.ticotimes.net

September 2018 - May 2019

I was hired as The Tico Time' shifted its attention towards digital products to compete in the 24-hour news cycle and reach a wider audience with the express purpose of diversifying the company's portfolio of digital products.

Sales Manager

- Expanded the company's portfolio of products and services to create new revenue streams and strengthen its financial position.
- Introduced, managed and monitored a CRM system to streamline the sales process, centralize data, track leads and standardize customer service quality.
- Managed and trained a team of sales associates tasked with cross-selling and upselling the newly introduced products and services.
- Consolidated the company's financial position and allowed the Tico Times's newsroom to grow and escalate content creation.

Assistant General Manager

- Provided complete visibility and improved the company's performance tracking and reporting capabilities.
- Ensured the company's compliance with local accounting and labor laws.
- Developed, presented and supervised financial budgets on a monthly basis.

< SOFTWARE PROFICIENCY >

Microsoft Word	■■■■	Expert
Microsoft Excel	■■■■	Expert
Microsoft PowerPoint	■■■■	Expert
Microsoft Access	■□□□	Beginner
Minitab	■□□□	Beginner
QuickBooks	■■■□	Intermediate
Trados Studio	■■■■	Expert
Adobe Photoshop	■■■□	Intermediate
Adobe InDesign	■□□□	Beginner
Adobe Illustrator	■□□□	Beginner
Adobe Premiere Pro	■■■□	Intermediate

< LANGUAGES >

Spanish	■■■■	Expert (Native Language)
English	■■■■	Expert (C2 Proficiency [CEFR])*
Japanese	■□□□	Beginner

* Obtained the highest possible mark (C2: Mastery) on an English Language Assessment Exam (ELAE) scored on the Common European Framework of References for Languages scale (CEFR) on June 7th, 2018. [ELAE Results Code: 000001873868]

Certified Translator appointed and accredited by the Ministry of Foreign Affairs of the Republic of Costa Rica via Executive Order number 231-2019-DJ-RE (Language Pair: English<->Spanish).

Completed Japanese Language Course Levels 1-6 at the University of Costa Rica (1999-2002).



TIGER HOUSE TRANSLATIONS

www.thetigerhouse.com

August 2011 – March 2018

One of the first full-time employees of a language services company with over a decade's worth of experience in translation services, and one of the key players in shaping said company into the winner of the BAC Credomatic 2017 SME award in the categories of innovation, sustainability, and overall excellence.

Office Operations Manager

- Coordinated all activities concerning production, customer service, quality control, sales, and delivery of product, on a daily basis or as needed.
- Interviewed, trained, and onboarded incoming staff on standard operating procedures.
- Assisted general management in annual strategic planning.
- Identified and implemented continuous improvement projects and assisted in the development of new products or services.

IT Manager

- Developed, implemented, and enforced internal policies in the areas of information security, acceptable use, remote access, and remote work.
- Provided IT support and training to incoming employees and senior staff members.
- Diagnosed and repaired issues with hardware, software, and computer networks.
- Developed installation, operation, and maintenance manuals to train incoming staff and ensure proper use of hardware and software.
- Established and implemented corrective, preventive, and predictive maintenance processes in the interest of reducing unplanned breakdowns and repairs.
- Determined the proper storage and management structure of the cloud-based file hosting service to ensure company-wide access (whether remote or in-person) and allow departmental compartmentalization.

Senior Translator

- Translated documents and localized texts from English to Spanish –and vice versa– under tight deadlines and stringent quality standards.
- Proofread and edited translations of other Senior and Junior Translators, discovered and documented errors, and provided constructive feedback.
- Determined per word translation rates of highly technical, illegible and/or poorly written source documents.
- Created, managed, and edited term bases and translation memories for future use.

Project Manager

- Oversaw a multilingual, multicultural, and multidisciplinary team of certified translators proficient in Spanish, English, French, German, Italian, Portuguese, Chinese, Russian, and Dutch.
- Assigned translation projects to other Senior and Junior Translators according to availability, expertise, and suitability.
- Trained new employees on company-specific translation standards and other internal translation policies.



ZERO ARMY

<https://es-la.facebook.com/zeroarmy/>

October 2015 – March 2018

Co-founder of own start-up in the fast-food restaurant industry with a focus on zero waste and environmental and social sustainability. I remain immensely proud of Zero Army's achievements in disrupting the food and packaging waste practices of other fast-food chains in Costa Rica.

Co-founder & Administrator

- Interviewed and onboarded incoming staff.
- Oversaw stock levels and developed stock control procedures to reduce food inventory loss.
- Ordered delivery of goods, as needed, and maintained accurate stock records.
- Handled customer enquiries and complaints.
- Prepared daily sales summary reports and projections based on point-of-sale data capture and forecasting.

◀ AREAS OF EXPERTISE ▶ (Industrial Engineering)

- Strategic Planning/Budgeting
- Pricing/Revenue Management
- Team Building
- Marketing and Sales Management
- Project Implementation

◀ AREAS OF EXPERTISE ▶ (Certified Translation)

- Law
- Medicine
- Pharmacy
- Banking and Finance
- Marketing / Advertising
- Engineering
- Technology
- Academic Documents
- Literary Texts

◀ SOFT SKILLS ▶

- Attention to detail
- Analytical & strategic thinking
- Ability to work under pressure
- Adaptability & flexibility
- Teamwork & conflict management
- Communication & interpersonal skills
- Leadership
- Work ethic & time management

◀ HOBBIES & INTERESTS ▶

- Video/Tabletop Games
- Drumming
- Cooking & Baking
- Reading
- Animals
- Drawing
- Hiking
- Origami
- LEGO & Model Building
- Foreign Languages & Cultures



May 2019 - Present

- Designed and developed a website to promote certified translation services.



EDUCATIONAL BACKGROUND



UNIVERSITY OF COSTA RICA (UCR)

www.ucr.ac.cr

March 2008 - December 2011

April 2021 - Present [CURRENTLY ONGOING]

Completed 60-75% of the total credits required towards a Licentiate's Degree in Industrial Engineering

- Engineering program accredited by the Canadian Engineering Accreditation Board (CEAB)



LATIN AMERICAN UNIVERSITY OF SCIENCE & TECHNOLOGY (ULACIT)

www.ulacit.ac.cr

January 2012 - May 2015 [UNFINISHED]

Completed approximately 90% of the total credits required towards a Bachelor's Degree in Industrial Engineering

- Full-tuition scholarship recipient (Leadership Scholarship)