

Sarah Feza Muyumba Resume

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Email: sarahmuy@hotmail.fr

Location: Johannesburg, South Africa

DOB: 28.04.1987

EE/AA Status: African Female



Employment History

May 2021 to present: Freelance Remote Media Captioner and Transcriber

Job Description:

- Accurately transcribing audio or video files in French and English.
- Captioning video files for Rev.com and other clients as a Fiverr Freelancer
- Ensuring to achieve a high level of accuracy, formatting, and alignment when transcribing or captioning audio and video files.
- Meticulously paying attention to details and strong listening skills to ensure that audio messages are accurately formatted and perfectly synchronized to videos.
- I am familiar with the following software and tools: Subtitle Edit, CaptionHub, Aegisub, and YouTube Captioning tool. I can also quickly familiarize myself with any client-specific transcribing and captioning tool if required.
- Paying close attention to the audio and captioning so grammar, annotations, and punctuation is accurately captioned to convey messages as intended and in a readable manner.
- Making sure to respect Industry or Client specific guidelines when transcribing or captioning video or audio content.

August 2017 to October 2022: International SOS Johannesburg/Paris (remote work)

Job Title: Operations Coordinator

Job Description

Permanent Skilled Level position in the International Medical and Security Assistance

Industry

- Monitoring Inpatient and outpatient cases ensuring effective case management
- Arranging pre-flight travel documents to assist clients with visa applications in order to travel for treatment
- Interpreting information from French to English and vice-versa on calls between French patients and English-speaking Coordinating doctors and nurses.
- Ensuring a guarantee of payment is sent to relevant service providers to cover inpatient or outpatient care as authorized by clients
- Ensuring clients are regularly updated on each case's progress and costs incurred.
- Maintaining regular contact with patients during the duration of their treatment to ensure all needs and queries are addressed in a timely manner
- Addressing logistical needs during outpatient treatment and post-inpatient discharge requirements by ensuring that delivery of medication, hotel booking, flight booking, and ground transportation are arranged in a timely manner
- Responding to corporate client queries by email or telephonically to address customer complaints or requests for further information
- Identifying the ISOS correct Account Management centers to confirm authorization for medical or travel expenses on a case-by-case basis
- Liaising with ISOS various assistance Centers across the globe based on their respective roles.
- Working together with medical team members to locate appropriate referrals and arrange in-patient or outpatient for proper care as per client protocol
- Accurately recording all information on NewCase to ensure proper case management
- Prioritizes action workload based on medical urgency, task type, and requirement to drive cases forward during shift
- Provide accurate handover and case direction during transmission to the next shift team under guidance from the Team leader, medical team, or Operations Manager
- Mentoring new CSEs on the different processes relating to ISOS case management

March 2014 to August 2017: Alliance International Medical Service

Job Title: International Assistance Consultant

Job Description

Permanent Skilled Level in the International Medical Assistance industry

- Offering case-by-case medical assistance to clients with international medical insurance and making sure they have access to adequate medical treatment across Africa
- Updating relevant Stakeholders on members' new claims
- Processing new insurance claims notifications
- Collecting accurate information and documents needed to process a claim
- Translating medical reports from French to English
- Advising insurance members on their respective claim processes
- Liaising with hospitals, medical specialists, and account departments as needed on a case-by-case basis
- Answering all requests for assistance in a timely and professional manner
- Coordinating medical evacuation across borders when deemed necessary either by Air Evacuation of Ground Ambulance
- Liaising with international medical insurance and their members to ensure that clients' needs are met on both ends
- Arranging transport, accommodation, house call doctor's visits, and flight for international medically insured clients
- Scheduling consultations with medical specialists and in-hospital admission for international medical-insured members
- Ordering and delivering medication or anything deemed medically necessary and authorized by Internal Insurer for clients
- Seeking new partnerships with service providers not listed on the company's network
- Taking inbound calls and resolving queries from international medical insurance and their clients
- Investigating fraudulent claims
- Updating patient's information on the AIMS CRM system

July 2013 to February 2014: Brooke Pattrick Publications

Job Title: Subscriptions Sales Executive

Job Description

Permanent Skilled Level position in sales of business-to-business publications

- Promoting Business Intelligence Publications to top senior executives in the fields of mining, energy, equipment, engineering, and the built environment sector
- Calling on the existing clients and converting their subscriptions from complimentary subscriptions to paid subscriptions
- Updating client information on CRM
- Customer retention: Making sure that previous clients renew their subscriptions for the coming year

Feb 2013 - May 2013: FTC Marketing

Job Title: Sales consultant

Job Description:

- Making cold calls in the selling of touch screen tablet PCs on behalf of ARC Electronics
- Closing sales after qualifying potential customers
- Correctly capturing clients' information on sales sheet
- Capturing lead on client excel sheet

Mar 2011 - Sep 2012: International Surging Consultant (ISC)

Job Title: Sales Executive and Head of Marketing

Job Description

- Making outbound calls to key executives and decision makers across various industries and promoting corporate events
- Designing events brochures
- Maintaining the company's website and uploading new company's events.
- Conference Coordinating - Pre and post conference preparations Emailing and corresponding with clients
- Securing venues and facilitators for events
- Registering the company as a vendor on various organization's databases
- Booking accommodation for clients and event facilitators Making travel arrangements for facilitators and clients Invoicing clients and chasing up outstanding payments Preparing, Printing and Posting client attendance certificates Research and building up the company's database
- Making outbound calls throughout Africa
- Keeping events on the company's website up to date

Sep 2009 - Dec 2009: SMS Direct Marketing

Job Title: Outbound sales consultant

Job Description:

- Making cold calls and promoting liberty life funeral insurance and closing sales on funeral insurance policies
- Closing sales after qualifying potential customers

Nov 2008 - Dec 2008: NKONKI

Temporary Entry Level position in the Accounting (Financial) sector

Job Title: Intern

Job Description:

- Maintaining the Filing system and making sure all documents are up to date.
- Assisting with switchboard duties
- Updating company's newsletter
- Assisting in the preparation of the company's events.

Education:

2005-2009: Completed a degree in Bachelor of Arts at Monash South Africa

Subjects: Double Major in Communication, Media Studies, and International Studies:

- 2005: Media Studies, Computer Systems and Word Processing, Geography and environmental Science, Introduction to behavioral Studies, English.
- 2006: Media Studies, Geography and environmental Science, Introduction to behavioral Studies, Communication.
- 2007: Contemporary Worlds, Understanding Crime, Media studies, Psychology, Introduction to Human geography, Managing communication in Multicultural organizations, Organizational Psychology, Nationality ethnicity and conflict.
- 2008: Communication Realms and Interface, Strategic Communication and Public Relations practice, Globalization and its discontents, Africa in the modern world, The practicing consultant; Global Cultures, Local traditions (Creating and consuming popular cultures), Diplomacy in Contemporary international Relations, Communication and Research Methodology.
- 2009: New media (Communications in the electronic age), Youth Media, Democratization and human rights in Africa, The Ethics of Global Conflict.

2003-2004: Grade 12 at Eureka High School (Democratic Republic of Congo)

- Subjects: Latin, French, English, Biology, Philosophy, Mathematics and History

Language Proficiency

- French: Native Speaker. Can Read, Speak and Write
- English: Fluent: Can Read, Speak and Write

References

- International SOS Johannesburg:
 - International SOS Paris: Margherita Cacciapuoti (Operations Manager)/ Caroline Cuellar (Nurse Manager): +33 1 55 63 32 32
 - International SOS Johannesburg: Patric Gaoretelelwe Matshane (Operations Manager)/ Ayanda Chauke (Senior Operations Manager): 011 541 1300
- Alliance International Medical Services: Juan Dre Botha: Operations Manager: 071 352 0964
- Brooke Patrick Publications: Tiffanny Helmey: Team Leader: 011 603 3960
- Ivonne Louw: Lecturer: Foundation Program Monash South Africa: 084 500 6466/011 950 4112
- Irene Maitland: Lecturer and Manager Mentoring and Tutoring Program: 011 950 4111
- Nkonki: Lindiwe Dlamini: PR and Marketing Manager: 0721992279/0866342042
- SMS Direct: Rashney Cingh: Manager: 0861106561
- International Surging Consultants: Beatrice Kisimba: Managing Director: 0842167007

Sample Work

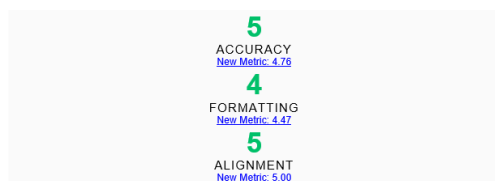
Please find samples as follows, samples of my graded work for Rev.com as well as a link to additional sample work of captioned videos in French/English: <https://cutt.ly/SX8RU4t>



Hi sarah,

The 6-minute project you recently completed for [redacted] has been graded by a freelancer on Rev's grading team.

Here is a breakdown of your new grade and metrics:



Overview of Caption Grading Scores

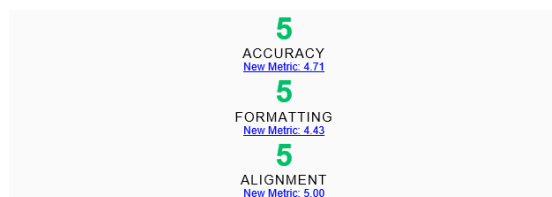
- **5** Excellent - Near perfect caption.
- **4** Good - Customer-ready as-is, but noticeable number of minor errors.
- **3** Fair - Almost customer-ready, one or more major errors.
- **2** Poor - Some usable sections but major improvement needed.
- **1** Very Poor - Completely unusable.

Reviewed Rev's style guidelines and still confused about a grade you received? If you feel that your work was graded inaccurately or the grade you received does not align with Rev's posted standards, please refer to this [Help Center Article](#) to learn how to dispute your grade.

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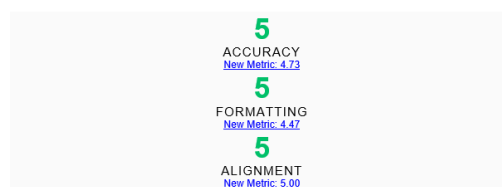
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Hi sarah,

The 8-minute project you recently completed for [redacted] has been graded by a freelancer on Rev's grading team.

Here is a breakdown of your new grade and metrics:



Overview of Caption Grading Scores

- **5** Excellent - Near perfect caption.
- **4** Good - Customer-ready as-is, but noticeable number of minor errors.
- **3** Fair - Almost customer-ready, one or more major errors.
- **2** Poor - Some usable sections but major improvement needed.
- **1** Very Poor - Completely unusable.

Reviewed Rev's style guidelines and still confused about a grade you received? If you feel that your work was graded inaccurately or the grade you received does not align with Rev's posted standards, please refer to this [Help Center Article](#) to learn how to dispute your grade.



Hi sarah,

The 3-minute project you recently completed for [redacted] Production has been graded by a freelancer on Rev's grading team.

Here is a breakdown of your new grade and metrics:



Overview of Caption Grading Scores

- **5** Excellent - Near perfect caption.
- **4** Good - Customer-ready as-is, but noticeable number of minor errors.
- **3** Fair - Almost customer-ready, one or more major errors.
- **2** Poor - Some usable sections but major improvement needed.
- **1** Very Poor - Completely unusable.

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