**Paula Brugger**

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**EDUCATION** **B.A., Economics, Minor: French (“Applied Translation Track”), International Business Certificate, University of Iowa, Iowa City, IA 1990**

Successful completion of the following legal courses through the Kaplan University on-line program: **Civil Litigation I and II, Legal Ethics, Family Law and Contracts**, 2004-2005

**RELEVANT EXPERIENCE**

**Freelance French to English Translator, Self-employed, December 2000 to Present**

* Translate a wide variety of text such as medical and technical documents, contracts, company by-laws, financial documents, leases, consumer surveys, bids/tenders for projects such as railway improvement and drinking water purification systems, bank employee tests, historical documentaries, birth certificates, divorce decrees, criminal and civil case documents, and more.
* Review and transcribe video files for subtitling purposes.
* Projects are obtained by continuous work with agencies through long-term, trusted relationships based on quality and timeliness as well as through bidding on projects with new contacts via professional translation job board websites such as ProZ.com.

**DDS (Diversified Distribution Systems), Minneapolis, Minnesota, August 2004-August 2005**

**Customer Service Representative**

* Assisted retail customers with orders for supplies such as boxes, hangers, cash register supplies, and shopping bags,

as well as Northwest Airlines ticketing desks and airplanes with supplies such as luggage tags, garbage bags, forks, cups, napkins and plates. Utilized mainframe and Microsoft Excel applications.

**H.B. Fuller Company, St. Paul, Minnesota, September 2000 to July 2002**

**Export Customer Service Representative**

* Entered orders for international customers paying close attention to product lead time, compliance requirements, and follow-up with customers and account representatives.
* Coordinated export shipments of adhesive products which traveled mostly by ocean freight and via truck and LTL. Calculated amount of freight that could fit on 20’ and 40’ containers and on trucks. Processed various export documentation and interacted with logistics companies.

**Sigma Chemical Company (Sigma Aldrich Corp.), St. Louis, Missouri, December 1991 to May 2000**

**Bilingual Export/Customer Service Representative**

* Acted as the company’s bilingual English-French representative, a call-center customer service representative, an export documentation clerk, and an export area traffic consolidator utilizing SAP during my 8 ½ year employment term.
* Bilingual telephone work included order entry/customer service exclusively in French or three-way interpreting conversations between client, technical service or accounting (mainly with customers in Quebec) and myself as well as contact with French subsidiary and other direct Francophone customers in various Francophone countries.
* Heavy emphasis on export documentation including: airwaybills, dangerous goods declarations, shippers’ export declarations, proforma invoices, shippers’ letters of instructions, export licenses, certificates of origin (including NAFTA) and more.
* Chief accomplishment was the maintenance of animal health certificates in English and French to comply with French Ministère de l’Agriculture import guidelines. Involved frequent interaction with French affiliate, USDA, internal technical specialists, and the purchasing and legal departments. Required very high attention to detail.

**Société Générale Bank, St-Etienne, France, Summer 1990 (Summer internship)**

* Processed travelers’ checks and related correspondence at the front counter of the international department, assisted customers with related questions, and assisted in communications with North American Banks.