

# JIRI NEHYBA – RESUME

---

**Age:** 36  
**Nationality:** Czech

**Mobile:** +57 321 382 4754  
**Email:** [jiri.nehyba@gmail.com](mailto:jiri.nehyba@gmail.com)  
**WhatsApp:** +420 776 140 701

**English** – proficient (Cambridge CPE), lived 11 years in English speaking countries  
**Czech, Italian** – native  
**Slovak, Spanish** – proficient

## WORK HISTORY

---

May - June 2018

**Interpreter** (Spanish to English) for tourist groups visiting the Lost City (Ciudad Perdida) in Santa Marta, Colombia.

---

April 2017 - ongoing

**Freelance translator** (Czech/Italian/English/Slovak). Examples:

- **Legal:** Privacy policy, online and mobile gaming (EN to CZ)
  - **Legal:** weapons importation permits issued by Turkish government to Czech company (EN/SK/CZ)
  - **Legal:** non-powered airplane crash investigation report (SK to EN), 3k words
  - **Online casino:** Casinoguru.com, long-term collaboration (EN to CZ)
  - **Videogames:** Wargaming.net products (e.g. World of Tanks, World of Warships, etc. newsletters (EN to CZ), long-term collaboration
  - **Educational Science:** children's games involving scientific experiments (IT to CZ), 20k words
  - **Subtitles** for Netflix (EN to CZ)
  - **Culture:** Hartford Chorale welcome booklet for their European tour (EN to CZ), 2500 words
  - **Tourism:** LQA review of Agoda.com (CZ)
  - **Tech Automotive:** PLC strings and manuals for press manufacturing car parts (IT to CZ), 40k words
  - **Tech Medical/Electronics:** manual for hi-resolution medical monitor (EN to CZ), 9k words
  - **Food industry:** website content for major packaging solutions producer (EN to CZ), 6500 words
  - **Construction:** project for building upgrade/refurbishment (IT to EN), 9k words
  - **Alignment:** alignment project (IT to EN) of banking texts in SDL, ongoing
- 

August 2008 – May 2015

**Multilingual Customer Service Rep, translator and Team Leader**

at Halfords Media LTD, London, UK

- **Translating and Handling high volumes of emails** in a highly customer-oriented environment. Translating emails to/from other departments, tailoring each email to the customer, dealing with queries related to online poker, technical issues, account management, refunds, deals/chops, poker rules, hand history, VIP customers, promotions, deposit bonuses, cashier/payments, security/fraud investigation, etc. **Working mainly in English, Czech, Slovak and Italian**, occasionally helping other language teams.
  - **Czech Team Leader.** As PokerStars' first Czech employee, I created the entire customer support for this language from scratch, setting market specific standards and procedures, translating the website, compiling relevant documentation, assisting with the recruitment and mentoring of new team members.  
The Team Leader's role included responsibilities such as the handling of escalated issues, ensuring that email response time standards were met, carrying out quality control with feedback to the team, reporting to senior management, attending meetings, liaising with other departments and partners, keeping the template and procedure database up to date, etc.
  - **Co-developing** a brand new in-house SQL database.
  - **Attending major live tournaments as support crew**, e.g. the European Poker Tour
-

February – August 2008

**Localisation QA tester for home entertainment products** (Czech, Italian)

at Testronic Laboratories Ltd, London, UK

- **Localisation, compliance and functionality testing**
  - Thoroughly testing unpublished software (video games, films) on various platforms (PC, Sony Playstation, Microsoft Xbox 360, Nintendo Wii, etc.), detecting language and functionality bugs, reporting them to the developers with a very detailed description, verifying that bugs have been fixed in newer versions of the product.
- 

September 2001 – June 2006

**Inbound and outbound drivers' assistance call centre Rep and Shift leader**

at Autoklub Bohemia Assistance, a.s., Prague, Czech Republic

- **Organizing international assistance for drivers** experiencing problems/emergencies with their cars, trucks and buses. Answering high volumes of calls and taking full ownership of each case. Communicating with clients, partners and authorities all over Europe, gathering technical, economic and other data, providing breakdown services, tows, car replacements, accommodation, etc. and following up until a successful resolution of each case has been reached.
- 

**Freelance journalist** (Czech and Italian paper/internet media), 2004-2008

- **Writing** articles about videogames (reviews, previews, game guides, specials, etc.)
  - **Translating** articles to/from English, Czech and Italian
  - **Publishing** in various Czech and Italian media (i.e. SCORE, Gamestar Online Italy).
  - **Working with renowned Czech editors such as** Jan Modrák, Ondřej Drebot, Tomáš Zvebil, Lukáš Bašta, Mikoláš Tuček.
- 

**EDUCATION & QUALIFICATIONS**

- Principal skills for tourism and medium-sized company management, Istituto Superiore Scolastico Vasari, Arezzo, Italy
- Excellent keyboard typing skills.
- Cambridge certificate of proficiency in English (ESOL CPE)
- Italian proficiency certificate for foreigners (Università di Siena)