



## NILS VANBELLINGEN

Steinentorstrasse 18/ 16

4051 Basel (Switzerland)

Tel.: + 41 79 912 3773

E-Mail: [nilsvanbellingen@hotmail.com](mailto:nilsvanbellingen@hotmail.com)

## Curriculum Vitae

### Personal details

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Date of birth	24 October 1979
Place of birth	Dendermonde, Belgium
Civil status	single
Nationality	Belgian
Residence permit:	B (Switzerland)

### Languages

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<b>Dutch/Flemish:</b>	native
<b>English:</b>	excellent, active and passive
<b>German:</b>	excellent, active and passive
<b>French:</b>	excellent, active and passive
<b>Spanish:</b>	fluent, active and passive
<b>Swedish:</b>	good, active and passive
<b>Danish:</b>	decent, active and passive

## Specializations

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<b>E-gaming (online sports bets, poker, casino):</b>	over 5 years professional experience
<b>International politics &amp; economy, European Union:</b>	additional studies
<b>Sports, computer &amp; video games:</b>	passion & interest

## Education

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2002 – 2003	Universitaire Instelling Antwerp, Fac. Political & Social Sciences Higher Education, graduated with honours: Additional year of <b>international relations studies</b> <i>Thesis: “The English School of International Relations: Past, Present and Future” (in Dutch)</i>
1998 – 2002	Erasmushogeschool Brussels, Dep. Applied Linguistics Higher Education, graduated with honours: Master in <b>Translation Dutch/English/German</b> (incl. a journalism course) <i>Thesis: “Report on a period of Practical Training at the Press and Communication Department of the Brussels International Film Festival”</i>
10/01 – 03/02	Karl-Ruprechts-Universität Heidelberg (Germany), Institut für Übersetzen & Dolmetschen Higher education, <b>Erasmus exchange programme</b>
1991 – 1998	Koninklijk Atheneum Dendermonde Secondary education, graduated: <b>Modern languages / Economics</b>

## Other certificates & courses

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### **Polish course for beginners:**

Feb-May 2000: Erasmushogeschool Brussels (30 hours)

### **Elementary Spanish course:**

2000-2001: H-Maagdcollège, Centrum voor Volwassenenonderwijs (90 hours)

### **Swedish course** (optional course in my translation studies):

2000-2001: Erasmushogeschool Brussels (60 hours)

### **Additional Swedish course:**

2001-2002: Karl-Ruprechts-Universität Heidelberg (60 Stunden)

### **Danish course:**

2007-2008: LærDansk Sprogcenter Århus (module 4 & 5)

## Professional experience

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2002 – NOW

FREELANCE TRANSLATOR

**Company:** Multiple companies & translation agencies

**Job description:** To translate and proofread texts of different fields, incl. E-gaming, EU, contracts, advertising & computer games. Languages: mainly from & into German, English, French, Dutch & Spanish.

2009 – 2011

QUALITY MANAGER

**Company:** Teleperformance Switzerland (Basel & Wallisellen, Switzerland)

**Job description:** To ensure that the agreed service level with the designated outsourcing clients (Belgian & Swiss state lotteries) is upheld. This entails training, supporting & guiding a team of 12 agents (responsible for the German, French & Dutch customer service for the online platforms of both lotteries) with focus on spelling, layout, grammar & style of all written correspondence, performing regular quality checks, organizing 1-on-1 coachings to improve the agents' performance, creating templates & standard texts in all languages, organizing additional training & information sessions, outlining customer service procedures, and liaising with the clients (the lotteries).

2007 – 2009

SPORTS TRADER

**Company:** Stan James Ltd. (Århus, Denmark & Gibraltar)

**Job description:** To compile odds and offer in-running markets on several sports & leagues, to cover all other responsibilities usually assigned to sports traders, such as risk management (liabilities analysis & monitoring), market analysis, client monitoring and trying out & developing new markets for the assigned sports.

2005 – 2007

GERMAN OPERATIONS MANAGER

**Company:** Stan James Ltd. (Gibraltar)

**Job description:** To set up and manage a German operations department for the company. Department responsibilities: to provide customer service (e-mail, telephone & live-chat), to review German customers, to suggest new betting markets aimed at German-speaking customers, to create German website content, to translate documents and English website content into

German, to assist the marketing department with marketing activities aimed at the German-speaking region (incl. finding new marketing opportunities).

*Personal additional responsibilities:* to recruit & train new agents for the German department and to evaluate recruited agents together with the international department manager, to organize 1-on-1 coachings to improve the agents' performance, to create templates, standard texts & customer service procedures for German-speaking customers, to manage the division's shift plans, to liaise with other departments (marketing, fraud & security, trading) in order to keep everybody informed regarding product updates, marketing decisions, procedural changes etc.

Apr. 07 – Dec. 07

BELGIAN OPERATIONS MANAGER

**Company:** Stan James Ltd. (Gibraltar)

**Job description:** To set up a Belgian operations department for a Belgian whitelabel partner. Department responsibilities & personal responsibilities similar to German operations, but aimed at Belgian (and other Dutch- & French-speaking) client bases. Position assumed simultaneously with position as German Operations Manager.

2004- 2005

INTERNATIONAL CUSTOMER SERVICE

**Company:** Betbull Ltd. (Gibraltar)

**Job description:** To help outlining the customer service procedures; to deal with customer queries and comments (e-mail, telephone & live-chat); to analyze and evaluate customer suggestions and frequent issues; to maintain and develop an international customer service database; to translate documents and website content (mainly English-German); to assist in market operations; to assist international online marketing (hereby using several languages); to assist the security department in all German communications and in monitoring the website for suspicious activities.

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## Additional skills

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Computer skills	Microsoft Office (Access, Excel, Outlook, Powerpoint, Word), SAP, Trados, Finsoft, strong internet skills
Driving license	EU model B

## References

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<b>Karin Serdan</b>	<i>Project Manager</i> Dr. Kogler Translations +43 720 726 579 <a href="mailto:mail@drkogler.com">mail@drkogler.com</a>
<b>Olivier Haine</b>	<i>Senior Manager IGS</i> Loterie Nationale Belge / Belgische Nationale Loterij +32 2 238 47 38 <a href="mailto:olivier.haine@loterie-nationale.be">olivier.haine@loterie-nationale.be</a>
<b>Alfredo Bertorelli</b>	<i>Responsible e-commerce</i> Loterie Romande +41 21 348 12 82 <a href="mailto:alfredo.bertorelli@loro.ch">alfredo.bertorelli@loro.ch</a>

05 December 2011  
Nils Vanbellinggen