

**Corinne Durand,**  
**ENGLISH>FRENCH Translator, *MITI***

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41, married with children

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Main working languages: FRENCH, ENGLISH, SPANISH

Languages: Native speaker of French with near native level of English and Spanish, and university graduate of Italian

### **Summary**

ITI accredited member since 2011, I have worked as a freelance translator and interpreter since 2001. During this time, I have established a strong regular client base and have completed over 1200 translations and various teaching and interpreting projects. Thanks to my personal skills and inspired by my varied professional experience, I work quickly and efficiently and always deliver translations on time. As an interpreter I am flexible and enjoy working in the public sector and have worked for the probation service, the police and the NHS. I have a wide experience in medical translations and can deliver a high quality service in a variety of situations. I also have lived in Glasgow for 20 years and understand perfectly the local accent. I am a conscientious linguist and I deliver quality work in a variety of subjects as follows:

### **Areas of Experience, Translations**

Marketing documentation and instructions manuals in medical instruments and devices, supplies and sales training in pulse oxymetry, microbiology assay devices, cardiology devices, stents, orthopaedics, prosthetics etc.  
Commercial and Business (legal documents, corporate surveys, all internal and external correspondence, tenders documentation, marketing letters...)  
Technical (Printing, sign making, electric and electronic devices)

Marketing and advertising  
Health and Safety (H&S documentation, manuals, MSDS etc.)  
Quality Assurance  
Instructions manuals  
Social and political (International development, aid organisations, environmental issues, climate change)  
Tourism and hospitality  
Children's stories

### **Hardware Equipment**

Portable computer (Sony VAIO core Intel i3 processor, 2.10 Ghz, 4 GB of RAM, Windows 7 Home premium), broadband Internet access, WAP enabled mobile phone, printer, scanner, copier, digital camera.

### **Software**

Windows 7 Home Premium  
Microsoft Office suite 2010, Trados Studio 2009, Multiterm 2009, SDL Trados 2007 Freelance, SDL Multiterm 2007, electronic and bilingual and monolingual dictionaries, Adobe Acrobat Reader, Abby FineReader and Pdf transformer, McAfee anti-virus, etc.

### **Translation rates:**

Minimum standard rate: £ 0.075/€0.09  
per word  
Hourly rate: variable  
Minimum charge: £25-40/€25-40

## **2001-Present**

### **Freelance translator and business owner of The French Key**

Working as a reliable and trustworthy regular freelance French translator for direct clients and various translations agencies in the UK, Europe and North America.

Project managing and delivering independent translation, transcreation, interpreting and teaching services to local business and individual clients as an independent business owner.

Samples and references available on request.

## **1996-2000**

### **Various roles (see below) at Compaq and Digital Equipment Corporation in Ayr and Erskine, Scotland**

**2000-2001**

#### **Project Leader**

Project leader in the fields of knowledge engineering, change management and quality assurance. Managing several projects in the Change Management Team of the European Central Back Office. Assessment on impact on Order Management processes of new system developments, implementation of new strategies and management of subsequent change deliverables when necessary. My last project was SAP testing management, which involved transitioning the function from the Operations office in Munich to the European CBO in Erskine and therefore working with a multi-functional and multi-cultural team to that end.

#### **Programme controller**

**1999-2000**

Compaq Order Management representative at the site CCRP (Change Control Review Process).

Representative at a cross-functional review panel for the management of any internal request for change or improvement to any computer system in order to improve the business. Participation in the writing of the ERG (Execution Requirement Gap) if necessary, working closely with IMS (Information Management and support) throughout the process. The role stretched from document writing and submission for approval through to participating to working sessions in order to achieve a satisfactory solution and ensuring its signing off by the relevant user. As the representative, I also introduced the new process to the department through presentation sessions and set up a weekly report to communicate the project status to the call-centre.

#### **Project Support**

**2000**

Supporting the development of the OMI project (Order Management Integration) aiming at integrating the Order Management IT systems and business processes of the 3 pre-merged companies.

#### **Quality Management / Customer satisfaction**

**1998**

Member of the Site Team appointed to prepare a document for the *British Quality Award* application. Part of the Customer Satisfaction Team. I was a member a multi-functional team concentrating on writing the Customer Satisfaction chapter of the document submitted for the award. We researched existing statistics on Customer Satisfaction and Customer Loyalty and this led to proposals on the use of new Key Performance Indicators and the need for ongoing Control and Reviews on the KPI process

We proceeded to be selected for a site visit from the *British Foundation for Quality Management*.

Member of the first internal *Continuous Improvement Team*. We researched on weaknesses shown on certain areas by KPIs, identified the source of the problems and put proposals forward to management on solutions to improve satisfaction with call centre employees and with Customers aiming at general improvement on Business Results. The Management recognized our achievements and we received a Corporate award.

#### **Customer Service Agent**

**1996-1998**

I provided Order Management Support from quotation to invoicing to various accredited partners and eventually to a major French Distributor. The support consisted in ensuring the overall quality of the data entered and confirmed to the customer, managing their backlog, maintaining effective and timely communication, focusing on processing clean and correct invoices and managing arising queries as well as returns, priorities and replacements. I also provided customers with basic product information and special marketing releases. I had to ensure effective planning using organizational and negotiation skills to influence actions and prioritize workload to meet the Management goals and thrive to achieve best Customer Satisfaction.

## **1995–1996 R B Farquhar, Glasgow**

### **Business Development & Marketing Coordinator**

Assistant to the Business Development Manager in the creation of the company's Marketing department by designing and developing marketing policies in order to improve business results. I was involved in Market Research, Design and Communication of new company image, PR (Customer Visits, Road-shows), implementation of Advertising campaigns and consequently prepared reports to the management on achieved results.

### **1992–1994 Freelance French tutor, Glasgow**

French tutor to individuals at various levels of ability and educational needs (business, tourism, school examinations etc).

### **1991–1992 Assistant French teacher Clevedon and North Kelvinside Secondary Schools, Glasgow**

Assisting the principal Language Teacher in teaching French to classes ranging from Year 1 to Year 6 at various levels of ability and assisting the department with teaching and educational programs. Teaching classes as the main teacher and helping with examinations.

## **EDUCATION**

### **2001-present**

Self-teaching of new translations related knowledge, tools and techniques through attending conferences and using Internet resources and translators forums, lists and other online sources.

### **1996-2001**

#### **Digital/Compaq**

Various in-house training including internal order management systems, SAP, Project Management, Microsoft applications (Excel, PowerPoint, MS Project, MS Outlook, FrontPage 2000) and off site courses, including Call-handling, British Foundation Quality Award and Advanced Presentation Skills.

### **1995**

SVQ in IT (Word, Excel, Access & Dos) Langside College, Glasgow

### **1994**

Masters Degree in Languages & Business from Toulouse le Mirail University

The subjects included Translation, English, Spanish, Italian, Economics, Law, Marketing, Statistics, Accounting, and Computing.

### **1990-1991**

One year university exchange at Zaragoza Business School, Spain

Law & Economics and additional course in Marketing & Advertising techniques.

## **PERSONAL INTERESTS**

Family life, music, yoga, photography, international development, environment, reading, ethnic jewellery, volunteering