


# Curriculum vitae

## PERSONAL INFORMATION

### Alain Chuba

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 admin@translationshome.com

 [www.translationshome.net](http://www.translationshome.net)

 Skype Translations Home

## PREFERRED JOB

### Translator DE>EN<>FR/IT Support

## WORK EXPERIENCE

03/02/2020–Present

### IT Support Specialist RDS Düsseldorf

Düsseldorf (Germany)

- 1st and 2nd level support DE/FR/EN
- Tracking and monitoring open tickets and service requests
- Diagnosis and resolution of hardware and software problems
- Qualified reception, prioritization, processing and documentation of incidents and errors
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- Continuous optimization of operating processes and structures
- Maintenance and documentation in the knowledge database
- Continuous maintenance and expansion of internal knowledge management through analysis and documentation of inquiries

07/10/2012–Present

### Senior translator/ Interpreter

TRANSLATIONS HOME BERLIN, Berlin (Germany)

- Technical, financial, sports, fashion, design, lifestyle, medical and legal translation DE > FR < > EN
- Translation of newspaper articles DE > FR < > EN
- Court interpreting DE > FR < > EN
- Translation of certificates DE > FR < > EN
- Proof reading and text editing DE > FR < > EN
- Quality check DE > FR < > EN
- Web design and SEO

05/10/2018–31/10/2019

### Sales consultant DE EN FR

Wayfair, Berlin (Germany)

- Cost-calculation and issuance of invoice
- Responding promptly to queries
- Handling and resolving complaints
- Obtaining and evaluating all relevant information to handle product and service queries
- Sales

05/07/2013–Present

### Translator, web search evaluator and English language specialist

Appen (Australia)

- Translation and transcription DE >EN<>FR

- Content tagging and categorization
- Data verification, cleansing and enrichment
- Categorizing query terms to identify potentially misspelled words and incomplete words
- Analysing and evaluating critical aspects of argument from students' essays
- Translation of E-Commerce, brochures and sales texts DE > FR <> EN
- Localisation DE, EN, FR

03/04/2016–Present

**Freelance translator, DE > FR <> EN**

TALKBRIDGE - COMMUNICATIONS HOUSE (United Kingdom)

- Technical translation DE > FR <> EN
- Medical / pharmaceutical translation DE > FR <> EN
- Transcreation DE > FR <> EN
- Legal translation DE > FR <> EN
- Translation of veterinary annual reports DE > FR <> EN

06/10/2013–06/10/2015

**Customer advisor / IT Support : DE, FR , BE , CH , DE , GB**

KDW-BERLIN GMBH, Berlin (Germany)

- Technical support-Car2go
- Translator
- First person contact with *Lidl* store customers (who purchased electronic devices)
- Responding promptly to queries
- Handling and resolving customer complaints
- Obtaining and evaluating relevant information to handle service and product queries

06/02/2012–04/02/2013

**Technical support, travel agent and translator**

BOSCH COMMUNICATION CENTRE, Berlin (Germany)

- Hotel reservation and travel planning
- Technical assistance-Car2go: DE , EN & FR
- Processing orders, forms, applications and queries
- Organizing workflow to meet set time frames
- Direct queries and unresolved issues to the designated department
- Managing customer accounts
- Preparing and distributing activity reports
- Compiling reviews

01/11/2010–31/11/2011

**Sales consultant GB , FR , DE , BE , CH**

ANTON V E R WALTUNG GMBH, Berlin (Germany)

- Translating and maintaining of homepage up-to-date DE>FR<>EN
- Costs calculation and issuance of invoices
- Furniture pricing and delivery information
- Homepage optimization
- Implementing marketing strategies
- Quotes to clients

- 10/10/2001–15/06/2012 **MA English**  
Humboldt Universität zu Berlin  
Thesis: Identity Formation in the "In-Between" Space: A Freudian Interpretation of Jamaica Kincaid's "Lucy" and "The Autobiography of my Mother"  
Passed: 2.3/5
- 04/07/1993–05/07/1997 **BA English**  
University of Yaoundé 1, Yaoundé (Cameroon)  
BA, June 1997  
English language and literature  
Specialisation: FR/EN translation
- 02/01/2002–02/10/2002 **D . S . H , Major in the German language**  
Humboldt Universität zur Berlin, Berlin (Germany)  
Certificate: Deutsche Sprachprüfung für den Hochschulzugang (DSH) German Language Proficiency Certificate  
Passed: "DSH is language proficiency certificate required for entry to a German university and to undertake all classes in the German language."
- 03/03/1986–05/06/1992 **G.C.E-June 2012**  
BGS Molyko, Buea, CMR, Molyko (Cameroon)  
G.C.E, major in EN&FR June 2012  
General Certificate of Education (G.C.E):  
Ordinary and Advanced Levels in English and French
- 17/06/2018–30/06/2018 **Training at Concentrix ( Technical Support Microsoft), Belfast**  
Belfast, Ireland  
-Technical support Microsoft 365 DE EN FR
- 17/05/2017–29/09/2017 **SAP Materialwirtschaft (MM)+ Vertrieb (SCM600):**

**PERSONAL SKILLS**

Mother tongue(s) English, French

## Foreign language(s)

German Sign Language

UNDERSTANDING		SPEAKING		WRITING
Listening	Reading	Spoken interaction	Spoken production	
C1	C2	C2		C1
DSH				

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user  
[Common European Framework of Reference for Languages - Self-assessment grid](#)

Communication skills -good communication skills gained through customer support

- Job-related skills
- good command of quality control processes (currently responsible for quality control of translation)
  - mentoring skills (as senior translator, I am responsible for the training of new partners)

## Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem-solving
Proficient user	Proficient user	Proficient user	Proficient user	Proficient user

Digital skills - Self-assessment grid

- Indesign
- Microsoft office
- Internet and navigation
- Wordpress
- Cpanel
- BSI CRM
- Across
- Smart cat
- Wordfast
- Trados-SDL Studio
- Certified SAP user
- memoQ
- TYPOS3
- Service now management tool

## ADDITIONAL INFORMATION

## References

- BRENDA BANTLEBRENDA@ENGLISH2DAY.INFO
- MIYA LUOMIYA.LUO@CCJK.COM
- SAMANTHA RIZZISAMANTHARIZZI@OUTLOOK.COM

## Objective

I am a professional interpreter and translator seeking a full/part-time position in the field of interpreting and translation, where I can apply my knowledge and skills for continuous improvement. I am a knowledgeable translator with many years of experience with multinational clients and a strong command of English, French, and German.