

## Aline Lopez

**Adress:** 114 avenue Berthelot  
691007 Villeurbanne, FRANCE  
**Phone:** (0033) 6 42 41 94 95  
[alynelopez8@yahoo.fr](mailto:alynelopez8@yahoo.fr)

**Nationality:** French  
**Age:** 29  
Driving License



## PROFILE

---

A Languages and Business graduate who is looking for a position as a Translator and International Customer Care Assistant. Multilingual, reliable, fast-learning, and open-minded. Able to work on own initiative or as part of a team and cultivate cross-cultural skills.

## EDUCATION

---

2008-2009	<b>Master 2 LEA Langues, Droit, Gestion - 'Université Lyon III'</b> <i>2<sup>nd</sup> year Masters' degree in foreign languages, management and law</i> Subjects studied: Economics, International and Community Law, Business strategies, English and German Commercial Law.	Lyon, FRANCE
2007-2008	<b>Certificate in Swedish Language, SFI (Svenska för Invandrare)</b> Governmental Learning Swedish Program. Full time studying.	Sockholm, SWEDEN
2005-2006	<b>Licence LEA , Erasmus Exchange Student- 'Hamburg Universität'</b> <i>Bachelor's degree in 'Applied Foreign Languages' with distinction</i> Subjects studied: Business studies, Economics, Marketing, English and German technical translation.	Hamburg GERMANY
2002-2003	<b>Baccalauréat Sciences économiques et sociales, mention européenne anglais 'Lycée Edouard Herriot'</b> <i>French High School leaving diploma specialising in Economics and languages (with distinction)</i>	Lyon, FRANCE
2001-2002	<b>Cultural Exchange Program in India, 'Symbiosis College'</b> subjects studied: Economics, Business studies, English, Hindi	Poona, INDIA

## WORK EXPERIENCE

---

Since March 2013	<b>INTERNATIONAL CUSTOMER CARE ASSISTANT, Opteven</b> Project coordination and development with VW Versicherung AG, Germany & VW Group Sverige, Sweden. Handling of processes and tools for warranty subscriptions and claim reports in Sweden & France. Ad-hoc legal and technical translations, Swedish <> English <> French.	Villeurbanne, FRANCE
Since Jan. 2011	<b>ENGLISH TUTOR, MCD Formation</b> Providing one to one English Workshops within the framework of the right to individual training in France (DIF)	Freelance Lyon, FRANCE
Since June	<b>SUBTITLER &amp; TRANSLATOR, SDI Media Group USA</b>	Freelance

2009	Working in the localization departement and subtitling American series and documentaries from English into French with the help of a localization software.	Lyon, FRANCE
2008- 2011	<b>TRANSLATOR &amp; CUSTOMER SERVICE ASSISTANT, <i>Gallery International</i></b> Working as a freelance translator and French consultant for a German company, which is currently developing the sales of painting online across Europe.	Freelance München, GERMANY
Summer 2008 Jan-Dec. 2012	<b>CUSTOMER SERVICE ASSISTANT, <i>Acta</i></b> Working in the call center for the European Automobile Club's customers helpline. The job involved taking calls in French, English, German & Swedish in order to offer assistance to customers in case of a car breakdown. The main part of the work consisted in organising a satisfying alternative to suit the customers' needs while their car was being repaired.	Limonest, FRANCE
May- June 2007	<b>MARKET RESEARCHER, <i>Multimind AB</i></b> Primary market research in German speaking countries on behalf of Bain & Co Nordic, a global business Consulting firm in Boston.	Stockholm, SWEDEN
Summer 2007/ 2008	<b>CHECK-IN AGENT, <i>Sea Scape Tours AB, Celebrity Cruises</i></b> Part of the Grand Hotel "Winter Garden" Check-in team for the celebrity cruise turnaround. Our job was to ensure that American passengers had a smooth transition from the airport to the ship, convey information and eventually check them onto the ship.	Stockholm, SWEDEN
Sept.- Dec. 2007	<b>LOCAL CITY DRIVER AND GUIDE, <i>Le Cyclopolitain, Pedal cabs' company</i></b> The job mainly involved transporting city-dwellers and offering guided tours of the inner-city aboard electric tricycles. We also launched advertising campaigns in different parts of France for service branches that were interested in advertising through this new transportation concept.	Lyon, FRANCE
Summer 2005	<b>SALES ASSISTANT <i>Eurolines Organisation, European Coach Company</i></b> The job mainly involved working at the sales counter and information desk, and taking calls in French, English, German, and Spanish in order to meet customer's requirements regarding tickets booking and fares, timetables, assistance and general information; Classification of documents, faxes, letters and e-mails, phone contacts, documents for travels and sorting out of credit transactions as well.	Lyon, FRANCE
Since 2004	<b>ENGLISH, GERMAN &amp; FRENCH TUTOR, <i>Complétude, Tutoring Agency</i></b> One to one tuition & training group classes with junior & high school students.	Lyon, FRANCE
Since 2004	<b>WAITRESS / HOSTESS in Catering &amp; Hospitality Branch</b> Working with caterers for special events, fairs, and conferences. Silver service	FRANCE GERMANY SWEDEN

## Languages and Special Skills

**French:** Native language

**English:** Bilingual *TOEFL Ibt , 2006 : 93/120*

**German:** Fluent

**Swedish:** Fluent.

**Spanish:** Good comprehension and communication skills.

**Hindi:** Good comprehension and communication skills.

**Softwares:** Pack Office ; AS 400

## **Community involvement, Activities and Interests**

---

- **Voluntary Work** : Movie Subtitling for the yearly Asiexpo Asian Festival; French tutoring with an Education Association for pupils newly arrived in France with foreign nationality (Lyon, France) / Interpreter & Hostess for the yearly French Film Festival in Stockholm, Sweden.
- **Sports** : Practise of Capoeira, Argentinian Tango, Salsa & Jazz Dance; Boxing
- **Travelling**: French, German, Indian & British Culture; Learning Spanish