

# Chaisaeng Nagler - Curriculum Vitae

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## Personal Profile / Attributes

I am an effective, organized and dynamic individual with experience in international consultancy, scientific research, a guest lecturer at a Thai university, as well as running my own company.

Apart from having a high command of the Thai and English languages and being a well-educated native Thai, I have continuously gained extensive knowledge in both languages. I have also amassed skills and experiences in the use of both languages side-by-side via working as an interpreter, translator (normally supporting clients' businesses from various industries), as well as Thai language tutor for more than ten years.

With a scientific background, I employ logical and methodical approaches. I am capable of grasping the big picture whilst understanding the importance of attention to detail with accuracy and precision in conveying information to all stakeholders. All of the aforementioned abilities allow me to adapt and transfer my skills to language work. As a result, I am able to deliver all type of language services include: tuition, interviewing, translation, interpreting assignments including multilingual business support, all to the highest required quality.

Moreover, I have often been asked by clients to conduct complex tasks at a professional level as if I was one of their staff in both Thai and/or English, such as interviewing famous footballers for TV footages (Chelsea Premier League Football Club); interviewing dentists for commercial advertisements on TV (GlaxoSmithKline); conducting testing of a tool on Thai testers (for one of the World's Top 10 technology companies); Analyzing speeches in Thai for an application (Apple, UK), localizing software; psychological tests for a Cafcass report to be used in Court, and so on.

Having this strong combination of ability and knowledge, clients have sought my skills to find solutions to projects lacking in clarity and quality due to previous mistakes.

My strength is that throughout my careers, I have accumulated and utilized the abilities to co-ordinate, manage and organize as well as lead groups of co-workers to achieve satisfying results.

My immediate career goal is to utilize various skills and knowledge including: Business, IT, communication, logical and methodical approaches etc. as well as the use of Thai and English languages in a role which I can combine my previously gained as well as newly acquired skills within my present career.

## Current Roles and Activities in interpreting/translation/business support using native Thai and English Language

### Language services: interpreting (consecutive and simultaneous), translation and transcreation

Ability to cover the following areas: health, science, medicine, pharmaceutical, education, insurance, nutrition, the internet, information technology including artificial intelligence, software, business, law, court cases, solicitor tasks, food industry, agriculture, media (news, social media, music, film post-production), advertising, marketing, website translation, environment, energy, modern technology such as crypto-currency and block-chain technology and general subjects

### Highlighted recent projects

1. April 2018 (a two-day event): performed consecutive interpreting for a leading education firm during meetings with the Thai Delegation in the Technical/ Vocational area.
2. 2012- 2016: I have worked with 3 Top Premier League Football clubs in various tasks including live twitter translation as well as daily update for build-up to football matches (Tottenham Hotspur Premier League football Club); accompanying Thai children and their guardians from under-privileged background while they visited Premier League

Football Clubs (Chelsea and Man United Premier League football Clubs) for filming activity as well as interviewing top footballers (Chelsea Premier League football Club).

3. One of my most challenging assignments was the televised conference on 'Global Energy brainstorm' event organized by CNBC International, London and sponsored by and Shell Company, Thailand. I worked as a researcher and event organizer for CNBC International, in their London office. In this role, I conducted research into: transportation, energy, environment and human health related to the aforementioned areas. I also gathered information on prominent figures in those fields in Thailand, Asia- Pacific countries as well as worldwide, in order to invite these experts, and executives in the public and private sectors, to attend a conference (with number of participants exceeding 100) that was held in Bangkok in September 2013. Working to extremely tight deadlines, I was contacting everyone from the Prime Minister and most senior cabinet ministers, to the leading names in the country across academia, business, NGOs and charity, law and policy makers from CNBC London office.

**Excerpt from my testimonial from Michelle Blackwell, CNBC:** "I had the great pleasure of working with Chaisaeng Nagler on our recent Thailand event, held in Bangkok. It was clear from our early efforts that Thailand was very different to previous locations and that we would require someone quite determined, with extensive knowledge of the country, it's social and political structure, it's language, customs and etiquette for us to reach the most senior VIP guests who attend our events in each country. From the moment I met Chaisaeng, it was very clear that she would be exactly the right person we needed to succeed."

4. Work as a simultaneous interpreter (Thai<> English) at large conferences - highlighted recent and future assignments shown below:

**Recent:**

In 2013: at a large conference that had 400 participants, in Macau,  
In 2015 and 2016: at a large, global insurance company on their marketing training-The conference was held in London and Rome, as well as to train a person in the business field to become a competent simultaneous interpreter, required to work alongside myself.  
In 2016: at a Thai energy drinks company for their business team building event in London,  
In 2016: at GlaxoSmithKline plc. conference for scientists and medical doctors worldwide ( Diseases and Pharmaceutical content),  
In 2017 at a Cryptocurrency company event in Warsaw (Technology and Finance as well as Marketing content and leaderships training),  
April 2018 Simultaneous interpreting in London for the client, the Cryptocurrency company ((3 days-event)- repeated client from last year),  
April 2018 Remote simultaneous interpreting from London for an insurance "risk management" conference in Bangkok.  
June 2018 Simultaneous interpreting (location – Barcelona) for a Cryptocurrency company (one day-event) as well as to train a person in the business field to become a competent simultaneous interpreter, required to work alongside myself.

**Future:**

**September and November 2018 (to be confirmed): similar assignment from a Cryptocurrency company ( location to be confirmed)**

5. Law interpreting (consecutive) and translation:

**Recent:**

An example of my experience in the legal field can be illustrated by the following cases:

4.1 I worked with a Thai law firm together with English law firm for an aviation case in London (at the High Court of Justice of England and Wales- Queen's Bench Division).

4.2 Consecutive Interpreting in a hospital tribunal - I worked for a firm of solicitors defending a Thai person against a forced detainment in a psychiatric unit.

4.3 Consecutive Interpreting in the Old Bailey – the Central Criminal Court (UK), Magistrates' courts as well as Family courts in the UK.

4.4 Consecutive Interpreting in other Courts in England and Jersey as well as at law firms.

4.5 Translation of many legal documents for several years.

4.6 In June 2018 (two full day - confirmed): perform consecutive interpreting in Queen's Bench Division of the High Court, London for three firms from China and Thailand on a dispute case.

6. I was commissioned to work in a capacity of Thai<> English linguist in the USA for a well-known, large Worldwide advertising company based in London. My main role was to interview Thai dentists while filming in USA. The footages will be made into TV adverts for Thailand. The product was toothpaste produced by a world-renowned pharmaceutical company. My other roles were: firstly, to translate the interview scripts (some parts of which were scientific) from English to Thai and back- translation of these texts. Secondly, I transcribed the dentists' voice records in Thai and translated into English. Lastly, I provided English<> Thai language expertise in the matching of those written contents (that I translated into English) with the dentists' voice (in Thai) on the respective digital images (subtitling).
7. The assignment for IT testing and Thai language localization, in Czech Republic as well as in USA, has allowed me to show abilities to incorporate language skills with highly technical skills in IT and digital set up such as web, IT network and mobile phone application.
8. On-going teaching of the Thai language in the UK in different situations, namely: classroom environments, one- to-one and small groups for over 10 years. My clients include British Council staff, diplomats, a British Library curator, senior business people and others from all walks of life.
9. I worked for IMG studio, UK (It is a part of IMG Productions, a division of IMG Worldwide, the global sports, fashion and media company). My role was to translate football coverage.
10. I worked on creation of lists of the top websites as well as the top RSS feeds for the Thai market in three categories : Finance, Travel and Sports. I wrote descriptions for each of these websites in Thai and translated into English. In this task, with my high ability to use both Thai and English, I effectively identified the most relevant and most suitable websites.
11. Interpreting and Translation in scientific fields

***My role as a Scientific Researcher, Project Co-ordinator /facilitator, Team leader, and also worked in a capacity of an interpreter and translator of a UK-Aid project to Thailand (description as shown below). The project was a reduction of the fungus- derived toxin, Aflatoxin, in animal feed stuff (a 3 year assignment)***

Not only did I have roles as lead scientist and project coordinator, I also acted as an interpreter and translator to and from Thai/English which involved effective scientific, health and technical research communication. The project required collaboration of various groups, ranging from commercial and private sector groups, scientists and farmers. The activities were carried out in a range of situations, namely; one-to-one meetings, group meetings and large conferences. The important aim of this project was to reduce the level of toxin, which affects human health, in Thai maize and allowed Thai maize-based feedstuff to be accepted and be used in European countries.

My role was to ensure integrity and quality of the research, and to communicate the outcome. The success of the project relied heavily on effective communication as well as technical ability of both Thai and British counterparts for which my role was essential.

#### **Experiences/ activities in teaching and training in other areas:**

- ✓ **Delivery of special lectures at a Thai University on Human Health and Nutrition at Master's level for 5 consecutive years (in both Thai and English)**

With a profound interest in food and a deep understanding of human health-related nutrition and lifestyle issues together with a Master degree in Health, Nutrition, and Lifestyle, I was invited to give special lectures at a Thai University on Human Health and Nutrition at Master's level for 5 consecutive years. The lectures were delivered in

both Thai and English.

Subjects delivered involved human diseases and prevention using nutrition and has emphasis on active ingredients of plant foods, their mechanism of actions and interaction between food components and what effects they have in the human body. The lectures also covered the possibility of using or avoiding some food (nutrition) to maintain optimal health.

✓ **Training/ facilitating Corporate Team building/ Days out using Thai cookery workshops.**

I created training programs, trained the trainers, as well as delivered the workshops. The group sizes were up to 22 participants. Selected clients included Google, PricewaterhouseCoopers, Ford Motor Company, Deloitte, Procter and Gamble, EDF energy, Cannon Europe, Nokia, IKEA and the Cabinet Office.

**Training the users at Ford Motor Company and Glaxo-SmithKline on Business applications**

I built business applications using BusinessObjects software to be used as tools for the clients, which helped them run their business more cost-effectively.

### Other Current Roles and Activities

2002-2016: **Cactus Language School, London**

**Role:** Thai language instructor, Thai course's lessons developer

2002- present : **CNLanguage, London language services company**

**Role:** Business owner, instructor, course developer, interpreter, translator

**Responsibility:**

☐ Managing the business including marketing, organizing as well as taking part in various interpreting, translation and language-specialist projects.

☐ Developing Thai course's lessons and instructing Thai classes

**Clients include:** Diplomats, British Council senior staff, British Library curator and people who are in various profession, aim to live and work in Thailand.

2004-2012: **Lamai -Thai Cookery School, London**

**Role:** Business owner, instructor, course developer, Thai food consultant

**Responsibility:**

- Managing the business including planning, marketing, organizing and instructing Corporate Team Building workshops and classes as well as conducting customer liaison
- Developing and testing the recipes

**Team Building Clients include:** Google, Canon Europe, The Cabinet Office, PriceWaterHouse, Ikea, Nokia, Ford Motor Company and many more companies at this level.

**Thai food consultancy:** Scratch meal – a company co-owned by the celebrity chef Michael Roux

### Previous Roles and Activities in Scientific and Business Information and technology field

Mar '99-Oct 2002: **Gresham Bell Ltd. / London Consultancy Company**  
(*Subsidiary of Altran Worldwide Consultancy*)

**Role:** Project Manager, Project Coordinator, Analyst, Developer, at all at the clients' sites.

**Responsibility:**

- Managing/ supervising developers, capturing business requirements, designing, developing, administrating and reviewing progress of the company's web site development
- Analyzing business information and issues and using the findings to develop a tracking system for GlaxoWellcome (now known as GlaxoSmithKline) as well as supporting technical issues of one of its
- Analyzing business information and issues and used the findings to improve a Business Information System involving a car engineering testing system for the Ford Motor Company

Sept '97-Nov '98: **Chase Computer Services/ London Software House**

**Role:** Project Analyst, Developer

**Responsibility:**

- Analyzing requirement specification, identifying data sources, designing, implementing and testing the Management Information System of the reporting application which provides crucial information used by management in the Marine Insurance.
- Configuration management of BusinessObject software

Oct '94- July '95: **Thai International Airways/ London**

**Role:** Project Analyst

**Responsibility:** Work Placement Experience

Sept '78- Dec '89 **Department of Agriculture, Thailand**

**Role:** Scientific Researcher, Project co-ordinator/facilitator, Team leader

**Responsibility:**

- **Project co-ordinator/facilitator**

Co-ordinating a UK-THAI inter-Governmental post-harvest agricultural aid project (project lasted for 3 years); within this role, I used and gained more experience in personnel and team management, budgeting, facilitating all project tasks, collaborating, negotiating, planning, tracking progress, liaising with various people who took part in the projects including senior staff from private sectors (international import and export companies, banking), UK consultant team (The Overseas Development Administration (ODA) team), co-workers, Thai farmer cooperative, farmers. I also took part in presenting the project finding in front of the large audiences (including farmers, scientists and private sectors)

- **Research Team Leader**

I took this role in parallel with the co-ordinator/facilitator role as well as senior scientist. I supervised and managed a team of 10 scientists

- **Research Scientist**

I worked on several Mycology projects, prior to joining the aforementioned UK-THAI aid project

## Education and qualifications

**Certificate for completing the preparation Metropolitan Police Test course, South Thames College, London, UK (2011)**

**MSc in Nutrition/Health and Lifestyle, London South Bank University, UK (2010)**

**Certificate in Project Management, Learning Tree London (2002) sponsored by Gresham Bell Ltd.**

**MSc in Business Information Technology, Middlesex University, London, UK (1997) (NLTEC-EEC Funded)**

**Certificate in IT for Women into Management, Middlesex University, London, UK (1996) (EEC Funded)**

**Certificate in Mycotoxin, Natural Research Institute, Oversea Development Administration, UK (British Council Funded)**

**MSc in Plant Pathology, Kasetsart University, Bangkok, Thailand (Univ. Research Funded)**

**BSc in Agriculture (with Academic medal of Merit), Kasetsart University, Bangkok, Thailand**

## Interests and hobbies

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- Kasetsart University: Co-founder of Plant Pathology students' union
- Department of Agriculture (Thailand): Founder member and secretary of the Plant Pathology Society of Thailand
- Middlesex University: Student representative on Board of Studies for Business Information Technology (MSc)
- Captain of a Women's tennis team (Hanley) in Middlesex league, London, UK

### Hobbies

Reading: current scientific nutrition-related human health literature, world cuisine and politics; cooking, travelling, philosophy, tennis, walking, swimming, yoga, pilates, tai chi and keep fit.