

Curriculum Vitae

Mark de Vink
Waardgracht 17
2312 RN Leiden
the Netherlands
Tel: +31 (0)6 30644364
E-mail: translatordevink@gmail.com
D.o.b. 1984-06-24

Education:

Umeå University

Dept. of Political Science
60 ECTS points in political science A & B
Period: 2005-09-01 to 2006-05-31

Stockholm University

Dept. of Economics
90 ECTS points in Economics A, B & C
Period: 2009-03-27 to 2010-05-30

Stockholm University

Dept. of Statistics
30 ECTS points in Statistics A
Period: 2010-09-01 – 2011-01-15

Work experience:

Central Bureau of Statistics (The Hague, the Netherlands)

Statistical Researcher
Reporting and analyzing the non-financial sector for the national account.
Period: 2011-07-25 – 2011-12-16

Stockholm University (Stockholm, Sweden)

Teacher Assistant
Teaching microeconomics in the Economics A course.
Period: 2010-09-01 – 2011-03-11

Artificial Solutions

Knowledge Engineer
Maintenance and improvements of the knowledge bases for applications withing the CSO (Customer Service Optimization) concept.
(<http://193.108.42.79/ikea-nl/cgi-bin/ikea-nl.cgi>). Giving training sessions to customers and providing professional advice in order to improve the efficiency and quality of their customer service.

I started out as a full-time employee in Barcelona and continued part-time in the Stockholm office in parallel with my studies.

Period: 2008-08-01 – 2011-03-30

Citibank

Helpdesk – First Line Support

Agent for Citibanks call-center in Barcelona in a department for European company credit cards program. My tasks were to offer customer service in English, Dutch and Swedish and administrative tasks.

Period: 2006-09-01 to 2008-06-01

Languages:

Dutch – Native

English – Fluent

Swedish – Fluent

Spanish – Intermediate

German – Moderate

Personal introduction:

I have a Politics Bachelor exam with specialization in economics. I wrote a thesis in economics where I researched the effectiveness of Försäkringskassan (Swedish social insurance institution) customer service through empirical theory (www.enkateffektivitetfk.blogg.se).

Due to work and study experience I have become thorough, methodical and always well prepared. In my career I have offered service to people and institutions of different nationalities which have given me unique people knowledge. I can handle most of the office applications and I am experienced with presentations and seminars.