

Contact

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Top Skills

Translation

English Translation

German Translation

Languages

English (Native or Bilingual)

German (Full Professional)

Czech (Native or Bilingual)

French (Limited Working)

Certifications

One-day course in 3D printing

Google Digital Garage (online marketing course)

SAP ERP Essential Training

L. Kralova

Credit and Collection Analyst and Translator
Prague

Summary

Credit and collection analyst, translator, tour guide, creator of digital products and artist (digital illustration, painting etc.). Fluent in English, German and Czech.

Interested in creative projects, startups and crypto.

Experience

Ortho Clinical Diagnostics

Credit and Collection Analyst (U.K. market)

2021 - Present (1 year)

Prague, Czechia

Credit release and collection of overdue items

Aging, forecast and other reporting

Clarification and solving of invoice/payment issues

SAP FI module (FSCM)

Encore - Silver Award: for long-term backup of U.K. Export market

Eppi.cz

Translator / Copywriter

July 2020 - Present (1 year 11 months)

Prague, Czechia

- translation (Czech to German)

- proofreading

- localisation

- copywriting

- text localization

- keyword selection in Ahrefs

- experience with Asana, Toggl Track and Google Sheets

Freelance Translator

Translator

January 2019 - Present (3 years 5 months)

Prague, The Capital, Czech Republic

Translation of websites, manuals, adverts, subtitles, questionnaires, forms, letters and other documents.

Czech to German/English

German/English to Czech

Medtronic

Credit & Collections Representative (German market)

September 2016 - August 2020 (4 years)

Prague, The Capital, Czech Republic

SAP modules: FI, FIN-FSCM-DM (Dispute Management)

Reporting

Direct debit procedure

Collection, dunning, account cleaning

Credit management

Onboarding and training of newcomers

Traveling and personal development

Traveling and personal development

May 2016 - September 2016 (5 months)

TP Vision

Senior Collection Accountant DACH (Germany, Austria and Switzerland)

July 2014 - April 2016 (1 year 10 months)

Prague, The Capital, Czech Republic

- taking part in the launching of new procedures and implementing them
- daily reporting and account analysis (comments, sending copies, contacting customers)
- daily communication with sales departments in Germany, Austria and Switzerland
- proactively clarifying account discrepancies (delivery delays, returns, EDI issues, VAT issues etc.)
- proactively contacting customers with overdue items
- advanced SAP and MS Excel skills
- good knowledge of credit risk, general ledger basics
- everyday use of the CRM tool: Salesforce
- case by case detailed information collection (old unsolved cases/backlog)
- cooperating with and providing assistance to the Order Desk and Service departments
- manual account clearing and write-off procedures

- checking and matching of credit and debit notes
- scanning + archiving

Clearstream

Client Service Officer

March 2014 - May 2014 (3 months)

Client support for banks and financial institutions with regard to their financial activities (stocks, bonds etc.). Area of support: German and English speaking market

Accenture

Order to Cash Analyst

November 2011 - February 2014 (2 years 4 months)

Prague, The Capital, Czech Republic

Cash application and collection for a major Swiss forwarding and logistics company. Daily communication with client and customers predominantly in German + some English. Account analysis, monitoring, reporting and forecasting.

Extra/voluntary activities:

Checking and approving client's travel expenses using a special tool. Taking part on the handover of the process abroad.

Providing advanced accounting support for one of the client's most important customers.

Creating new and updating old process manuals.

BlueLink International CZ

Coordinator

November 2010 - October 2011 (1 year)

Point of contact for German and English speaking KLM and Delta Airlines customers.

Ticket reservations, cancellations and changes. Complete customer service including payment processing and assistance regarding any queries concerning the flight.

Tool used: AMADEUS

FMC s.r.o.

Administrative Assistant

June 2008 - September 2008 (4 months)

Administrative tasks.

Assisting with set up of the website www.europort.cz (site planning, meeting with web designers, translations of contracts and website text).

Planning of property reconstruction with a selected designer/architect.

Education

The Manchester Metropolitan University

Bachelor of Arts (BA), Tourism and Travel Services

Management · (2007 - 2010)