

PETTER WILHELMSSEN

Dublin, Ireland ▪ 083 088 0599 ▪ pw.wilmo@hotmail.com ▪ [linkedin.com/in/petterwilhelmsen](https://www.linkedin.com/in/petterwilhelmsen)

EDUCATION

Mercy College, Dobbs Ferry, NY, USA

Bachelor of Science in Business Administration, Specialization in Entrepreneurship

December 2018

- Summa Cum Laude
- Business Honors Program GPA: 3.93
- Dean's List: Fall 2016, Fall 2017, Spring 2018, and Fall 2018

EXPERIENCE

Wix, Dublin, Ireland

Head of Norwegian Help Center

January 2022 – March 2023

- Managed the Norwegian Help Center, including localization outsourcing of 500,000 words annually
- Reviewed, graded, onboarded, and trained freelancers
- Acted as Product's point of contact in Global Markets Knowledge Base for 15 languages and 18 writers
- Improved and developed processes and workflows for Global Markets Knowledge Base
- Performed data analysis to understand user behavior and made continuous improvements accordingly
- Translated and localized help articles for the Norwegian market
- Handled content requests from Norwegian Customer Care
- Wrote and maintained a company-wide Norwegian style guide (incl. UX & Marketing)
- Triage incoming localization requests from product teams and other stakeholders
- Developed new and relevant Business and Production KPIs
- Thoroughly reviewed and evaluated existing Quality Assurance processes and workflows
- Increased monthly traffic by 92%

Epic Systems Corporation, Verona, WI, USA

Norwegian Translator & QA

May 2019 – September 2021

- Localized Epic's American electronic medical record (EHR) software into Norwegian
- QA-ed the Norwegian environments & wrote correction QA Notes/Designs
- Developed Translation Quality Assurance processes for the Norwegian team based on TAUS
- Communicated with developers to solve internationalization issues across 7 languages
- Mapped extensive terminology challenges and presented solutions in customer meetings

Wilhelmsen Translations ENK, Rosendal, Norway

Owner & Translator

August 2014 – May 2019

- Managed the daily operations of the company
- Translated various material, including subtitles, for clients such as Netflix and Warner Bros.

LEADERSHIP AND ACTIVITIES

Juvente Mercy Business Incubation Center, Bronx, NY, USA

Entrepreneurship Program

January 2018 – May 2018

- Guided and advised local business through establishment and growth phase
- Analyzed the economic conditions and adapted business model to changing market needs
- Developed a marketing strategy and performed financial forecasting

Juvente, Norway

National Board Member

August 2015 – August 2016

- Represented Norway at the UNODC's Youth Forum at the United Nations Office in Vienna, Austria
- Communicated between the regional and local chapters, and the central administration
- Planned national and regional events

SKILLS

- *Computer*: Certified in Epic software & Microsoft Excel, proficient in Office, CAT tools, Wix
- *Language*: Fluent in Norwegian & English, proficient in Nynorsk & Bokmål, conversational in Swedish & Danish