

# THOMAS C. MAYER

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## PROFILE

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I am a freelance translator with many years' experience as a senior executive in the high tech, management consulting and social care industries. I have excellent writing and interpersonal communication skills. My extensive industry experience in Germany and the UK means that I do not merely translate into a theoretical world but rather into one I have inhabited for many years. This is apparent in the quality and authenticity of the translations I produce.

## KEY ACHIEVEMENTS

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- Key member of the management team which led the growth of Oracle from turnover of £1.3 million to £4.5 million.
- Implemented business processes and quality systems, along with corresponding cultural change initiatives, to ensure Oracle Care could safely manage its rapid growth and achieve outstanding results.
- Conducted a comprehensive strategic and operational review of one of Gartner's £20 million internal business units, which used my recommendations to significantly change to how the unit was managed and run.

## CAREER DETAIL (TRANSLATION-SPECIFIC FIRST)

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### Translation-specific

#### **Freelance Translator**

JUN 2003– to present

- Since 2003 I have worked as a freelance translator, part time, for a select few clients. I have primarily translated literary, computer software and business/financial texts.
- Extensive experience with SDL Trados.

#### **SAP AG – Walldorf, Germany**

OCT 1997 – JAN 2000

#### **Technical Writer and Translator (German >> English) – SAP Banking**

- Wrote and translated application interfaces, marketing and training materials, development news, release notes, and online help documentation for the Profitability Analysis, Risk Management, and Customer Relationship Management (CRM) components of the SAP R/3 Banking application.
- Worked with pilot customers in the U.S. to localise SAP's banking software.
- Extensively tested the SAP R/3 Banking system for each product release cycle.
- Primary translation tool was Trados.

#### **Verivox GmbH – Heidelberg, Germany**

FEB 2000 – MAY 2003

#### **Head of Product Management and Localisation**

- Actively advised on important strategic issues at board level.
- Established and led a product management team of four – each responsible for a different product line.
- Oversaw translation of website and marketing materials from German into English in preparation for expansion into the UK market.
- Project-managed in-house development of an online sales management system for prepaid mobile top-up cards.

### Non-translation-specific career details

#### **Thomas Mayer Consulting – Wendover, Bucks**

OCT 2015 – to present

#### **Independent Health and Social Care Adviser (specialising in transformation)**

- Commissioned by the States of Guernsey to perform a comprehensive analysis (including recommendations) of every aspect of Guernsey's children's residential care system (strategy, structure, systems, skills, staff, style and safeguarding). They subsequently implemented all recommendations and I continue to provide operational support as needed.

**Director of Operations and E-Services**

- Part of a small senior management team responsible for creating and implementing the group's business strategy and day-to-day running of the company.
- Ran operations for tri.x, the procedures arm of the business, which I grew by 10% (revenue).
- Established an e-learning training business.

**ClearCare Solutions Ltd – Dunston, Staffordshire**

JUN 2013 – to APR 2014

**Interim Managing Director**

- Responsible for developing and implementing a strategic growth and marketing plan.
- Oversaw the development and rollout of a major software release.
- Increased company turnover by 30%.

**Oracle Care Ltd – Silsoe, Bedfordshire**

SEP 2008 – to JUN 2013

**Chief Operating Officer, Responsible Individual and Board Director**

- Executive Director and member of Oracle's Board of Directors with responsibility for the development and delivery of Oracle's care practice.
- Helped successfully prepare Oracle for sale to a private equity firm in 2012.
- Ofsted registered "Responsible Individual" for all of Oracle's care homes.
- Day-to-day responsibility for managing care operations, a group comprised of 75 employees, which I grew from 20.
- Developed and implemented new care policies & procedures, management systems and a corresponding quality assurance programme.
- Implemented a comprehensive new IT and communications infrastructure, including an integrated electronic case management system.

**Gartner UK Ltd. – Egham, Surrey**

JUNE 2003 – SEP 2008

**Management Consultant - Gartner Consulting**

- Managed several large strategic accounts in Germany and Switzerland (e.g. SAP AG, Intel EMEA, HP EMEA)
- Led a comprehensive strategic and operational review/assessment of one of Gartner's £20 million internal business units, which used my recommendations to significantly change to how the unit was managed and run.
- Co-led a comprehensive market review and product positioning assessment for a major UK mobile operator.
- Assisted a UK government entity with selecting an outsourced service provider for their IT infrastructure (£2 million contract).
- Co-led a high-level business strategy assessment for a Chinese market research company in Beijing.

**QUALIFICATIONS AND TRAINING**

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MBA: Ashridge Business School (Hult International), Berkhamsted, UK (2005-7)

MA: *Applied Language and New Technologies*, University of Hull, UK (1996-97)

BA (Hons): *International Business Administration and German* (double major), Concordia College, USA (1990-94)

**OTHER INFO**

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- Dual U.S./British citizenship
- Fluent in German
- Full clean driving licence