

## Translator (English to German)

Linguaphile with 10 years' experience delivering translation services for professional and scientific communities

Text & Audio Projects Translation – Bilingual + French A1 – Client Relationship Management – Personal Translations Services

Charismatic, client-centered and performance-driven English to German Translation specialist with extensive theoretical, corporate and entrepreneurial experience in delivering translational services, coupled with experience in e-commerce, sales, customer service, project coordination and business development. Expert in the translations of online shops and item descriptions in the field of bicycles, LED lamps, Airbnb, Hotels & Wellness and Amazon items, with a focus on eco-conscious businesses. A native German speaker with strong administrative, writing, analytical, and problems solving attributes. An excellent communicator with strong facilitation & negotiation skills and a history of producing accurate results on schedule and on budget.

- Administrative Management
- Document Production
- Analysis & Research
- Interpretation & Transcription Services
- Business Vocabulary/Communications
- Cross-Cultural Communications
- Customer Service Excellence
- Scientific Terminology
- Copywriting & Editing

**Technical Proficiencies Include:** Microsoft Office Suite (MS Word, MS Excel, MS PowerPoint, MS Outlook) Social Media (Instagram, LinkedIn, Facebook, Twitter), SDL Trados, WordPress, Adobe Photoshop, Lightroom, HTML Tags

### HIGHLIGHTS

- **Fluent in German & English, including colloquialisms**, business vocabulary, and scientific terminology.
- **Capability to explain complex problems to a range of audiences** – strong oral and written communication skills.
- **Organized and able to produce high quality work** under pressure and in a timely fashion.
- **First-class customer service skills**, proven success in building solid client relationships.

### PROFESSIONAL EXPERIENCE

#### TRANSLATOR (Freelance)

2018-present

Makepeace Services & Makepeace Translations, Osnabrück, DE

*Managed all business operations, personnel, customer service, business development, marketing, advertising, business plans, profit/losses and finances of a freelance translating service, specializing in business correspondence, business translations, whitepapers, product descriptions and Amazon content, focused on eco-conscious businesses, hotels & wellness retreat centers*

- Expanded my network of direct clients and agencies through Upwork – consistently completed work by deadline.
- Applied advanced language skills such as grammar, syntax, semantics, style and appropriate terminology.
- Provided unwavering customer care and support in a professional and courteous manner to new and existing clients.
- Negotiated and closed new sales, prepared proposals and quotations, and consistently won new turnaround contracts.

#### ACHIEVEMENTS SNAPSHOT

- ★ Delivered projects on schedule and agreed budget, resulting in a nearly perfect rating across all social media platforms, as well as Google & Upwork.

**Key Impact:** drove revenue for the organization through business development, prospecting, and lead generation, as well as in relationship management, account management, and solutions-based sales methodologies.

### OTHER RELEVANT EXPERIENCE

#### In-House-Translator (Account Manager) / Cyclos GmbH, Osnabrück, DE

2017-2020

*Brought on board to provide English language customer service and account management, as well as interpretation and translation services – facilitated effective communication between two parties that did not speak a similar language by converting one spoken or written language to another. Edited and proofread text to accurately reflect language*

- Sustained sound relationships with existing and prospect clientele. Quantified client requirement through my consultative selling approach. Kept close contact with clientele; identified opportunities and prospect customers.

**Key Impact:** conducted follow up and due diligence on specific complaint types to maximize retention and improved customer satisfaction. Demonstrated excellence in resolving problems and concerns in a consensus-building manner.

**Managing Director (In-House-Translator) / Planetgolf GmbH & Co. KG, Osnabrück, DE**

**2012-2017**

*Operated a start-up venture – a German online store + 800 sqm retail store – handling many aspects of the business, including customer service, sales, marketing & business development. Expanded market penetration & executed solutions sales strategies*

- Developed and implemented digital campaigns and strategies. Maintained a steady client base with advertising and business proposals to retain more clients. Completed business analyses to improve sales and continuous revenue stream.
- Evaluated the actions effectiveness of marketing and digital actions in order to make improvements in coming plans of marketing / commerce, as well as annual and monthly planning and negotiation of purchases of products and services.

**Key Impact:** created and facilitated the continuous operation of the company' social media marketing campaigns. Developed targeted marketing campaigns, showcasing the company's reputation for quality and reliability.

#### EARLIER EXPERIENCE

**Director (In-House-Translator) / 2handgolf GbR, Bad Essen, DE**

#### LEADERSHIP/VOLUNTEER EXPERIENCE

**Volunteer (Event Management & Language Training for Refugees) / Exil – Zentrum für Flüchtlinge, Osnabrück, DE**

#### PROFESSIONAL DEVELOPMENT

Sprachschule Eilert, Osnabrück, DE

**Apprenticeship as Fremdsprachenkorrespondent – Foreign Language Correspondent (completed 2 years)**

Fa. Hamm, Schuhgroßhandel, Osnabrück, DE

**Apprenticeship as Kaufmann im Groß- und Außenhandel IHK (Assistant for Wholesale and Foreign Trade, certified by the German Chamber of Industry and Commerce)**