

JAN TROSSEL

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Growing up in the Netherlands and migrated to Spain at age 12, attending English, French and Spanish colleges. Hard-working, creative, pro-active, followed different career paths in 4 countries, acquiring invaluable social, professional and language skills.

EDUCATION

Oxford Brookes University, Oxford (UK) **September 2006 - May 2009**
Degree of Higher Education - International Hospitality Management

Queen's College, Genova, Mallorca (Spain) **September 2002 - June 2004**
AS-levels: Art, French, German, Mathematics and Business Studies

Colegio Mestral, Ibiza (Spain) **September 2001 - June 2002**
Bachillerato de Ciencias: Tecnología (incomplete: 1st year only)

Morna International College, Ibiza (Spain) **September 1999 - June 2001**
A-levels: Dutch, Spanish
IGCSEs: Mathematics, English Language & Literature, Dutch, Spanish, French, German

Languages: Native Dutch and English, fluent Spanish and French, advanced German and intermediate Thai
CAT-tools: Trados Studio, Multiterm, Passolo, Polyglot, Memsource, memoQ, XTM, Smartling, SmartCAT, Xbench
IT: Windows/Mac Systems, Adobe Suite, Google Docs, Google Sheets (advanced), MS Office Suite, Notepad++

WORK EXPERIENCE

Freelance Dutch-English-Spanish Translator **2010 - Present**
Freelance translating. Language pairs: English<>Dutch, English<>Spanish, Spanish<>Dutch.
Subjects: IT, gaming, marketing, technical, life sciences, legal, literature, software/website localization.
Some examples of translation experience:
Samsung: English to Spanish, >50000 words | Chatbot/AI training, translation, transcreation and content writing
Kaspersky: English to Dutch, >25000 words | UI, software and website localization | UI debugging
Martial Arts Unveiled (Artes Marciales Develadas): Spanish to English, 23280 words | full book translation
Habbo: English to Dutch, 12500 words | profile, menu and in-game content localization

Wallace Solutions Co., Ltd. – General Manager **January 2012 - March 2020**
GM at translation agency, started at opening of Bangkok branch with 7 in-house staff and 12 freelancers, eventually reaching over 25 in-house staff and over 100 freelancers. Supervised project management, conducted interviews, provided all staff and most freelancers with software training, established quality assurance systems, responsible for new client acquisitions, took lead on all new client onboarding calls, solved complex software-related technical issues on a weekly basis, created the company's entire TMS in Google Sheets in a way that all PM data-entry values auto-link to translator schedules as well as summarize full financial and performance statistics for management and accounting.

WWTS London - Technician Coordinator **October 2010 - May 2011**
Monitoring and offering support to company engineers carrying out warranty repairs for Dell Computers in Benelux and UK. Direct phone line support with essential information on clients, repairs and locations. Translating e-mails between company managers and Dell representatives, updating complex databases.

AYS Oxford - General Assistant (part-time) **September 2008 - February 2010**
Venues: Bamboo Art Fair, TED Conference, Ashmolean Museum, Blenheim Palace, Highclere Castle

Brown's Hotel, London - Intern **June 2007 - June 2008**
Oxford Brookes internship at a 5-star boutique hotel. Three positions that progressively held more responsibilities: 'Chef de Rang', Rooms Coordinator and Assistant Purchasing Manager.

PMC Rotterdam - Bookings Manager **October 2005 - September 2006**
Booking patients in for treatments by means of sophisticated software that allows doctors to view their schedules in real-time. Ensuring patients are aware of pre-treatment requirements, following up post-treatment in stages to take record of their recovery rate and working with nutritionists to provide them with dietary advice.

Cala Pada Turistica, Ibiza - Receptionist **April 2005 - October 2005**
Working the full summer season in front office at a 4-star beach hotel, guests primarily consisting of German tourists.