

# JULIA LÖNNBÄCK

+358505309259

julia.lonnback@hotmail.com

## WORK EXPERIENCE

❖ **Translator, freelance** ..... Apr 2021 — Present

Translation of mainly e-commerce content into Swedish, from Finnish or English. Performing translation work for various (Dutch or other European) translation agencies.

❖ **Administrative employee, Assurant** ..... Mar 2020 — Apr 2021  
Amsterdam

Administrative tasks in relation to insurance policies. Responding to email inquiries from B2B clients in the automotive industry. A major part of the role involved setting up client accounts and users in Salesforce, as well as testing functionality and communicating issues via the Jira platform. On occasion, providing translation into Swedish or Finnish to be used in the internal client portal.

❖ **Customer service agent, Cygnific** ..... Sep 2019 — Feb 2020  
Amsterdam

Customer support for the cosmetics brand Rituals during their busiest time during the year. Engaging with customers through email, phone, social media channels in Swedish and English.

❖ **Intern, educational services, Åbo Akademi University, Faculty of Science and Engineering** ..... Apr 2018 — Aug 2018  
Turku, Finland

Scheduling courses and booking facilities according to the plans and wishes of the academic teaching staff.

## EDUCATION

❖ **Vrije Universiteit Amsterdam** ..... Sep 2018 — Sep 2019  
MSc in Culture, Organization and Management  
Amsterdam

❖ **Åbo Akademi University** ..... Aug 2014 — Aug 2017  
Bachelor's degree in sociology  
Turku, Finland

❖ **Vrije Universiteit Amsterdam** ..... Aug 2017 — Feb 2017  
Erasmus exchange student  
Amsterdam

## LANGUAGES

|         |                   |        |                   |
|---------|-------------------|--------|-------------------|
| Swedish | Native speaker    | German | Working knowledge |
| English | Highly proficient | Dutch  | Working knowledge |
| Finnish | Highly proficient |        |                   |