

JAKOB BOLLER
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PROFILE

- Danish national, US resident
- MA in International Business Communication (translation).
- Certified interpreter and translator.
- Fluent in Danish, English, German and Spanish.
- Proficient with Microsoft Office Suite, Lotus Suite, Lotus Notes and LDS TRADOS software.
- Can legally work in the USA
- Available for immediate start and can work any hours.

EMPLOYMENT

Freelance translation

March 2006 – Present

- I specialise in games, but I also work with technical texts and websites, and I have a firm grasp of legal texts.
- Major clients: MoGi, CABESSA, TeamSpirit.
- Translated nearly all King.com games into Danish.
- Translated the game Forge of Empires into Danish

IBM, Delivery Centre Ireland

July 2011 - Present

Incident Response Manager

Handling major incidents, and responsible for communication about outages to the client.
Responsible for training. Responsible for Continual Improvement and implementing new ideas.
Utilizing GDF/LEAN principles. Diploma for perfect attendance.

March 2010 – July 2011

Customer Service Representative, Subject Matter Expert and Quality Advocate

- Proficient in all aspects of customer service and phone support for inbound calls.
- Performed technical problem determination and troubleshooting.
- Made sure helpdesk agents would comply with quality standards such as technical skills and standards for communication and professionalism. Providing guidance and feedback as needed.
- Used MS Office, MS Outlook, Lotus Symphony, Lotus Notes, Active Directory, Citrix.
- Troubleshot OS2/Warp, MS Virtual PC, IBM Mainframe, IP connectivity issues

F. Salling A/S – Maersk International

September 2005 – July 2008

Warehouse and logistics Associate, Department Store

- Responsibilities included counting and registering goods for sale in the store.
- Used data-monitoring software to log orders received.
- Worked in a team that supported the varied needs of many departments in the building.

English-language correspondence for Culina Køkkener A/S

July 2005 – August 2006

Correspondent, Translator

- Facilitated communication between the company and foreign-language sub-contractors.

EDUCATION

Aarhus School of Business, University of Aarhus, Denmark

MA in International Business Communication: English (LSP)

Graduated 2009

- Translator/interpreter subject cluster.
- Core subjects included interpreting (simultaneous, consecutive and dialogue, including court interpreting), legal translation (especially family and property law), technical translation (especially energy), financial translation (especially accounts, annual reports and financial newspaper articles) and

grammar.

- Elective subjects concerning international relations, systemic theory and the role of literature in national and world culture.
- Software training in the use of the TRADOS program and Microsoft Office Suite.
- Master thesis comparing US and UK political rhetoric.

Aarhus School of Business, University of Aarhus, Denmark

BA in International Business Communication English and Spanish (LSP)

Graduated 2006

- Curriculum included basic corporate law, basic corporate finance, basic national economics and communication theory.
- Additional studies in: Spanish, North American and British culture and society, English and Spanish technical and financial language, Grammar, legal language, and Spanish business correspondence.
- Bachelor thesis on translation critique.

Escuela Universitaria Jovellanos de Gijón (Universidad de Oviedo), Spain

Exchange Student from Aarhus School of Business

February-July 2005

- Studied sociology and tourism at college level in addition to intensive language courses.
- Experienced culture and daily life as a student in Spain.
- Complete immersion in written and spoken Spanish language.

Århus Statsgymnasium, Denmark

Upper Secondary Education

Graduated 2003

- Advanced classes: Danish, English, German, Spanish and social studies.
- Standard classes: Latin, biology and sciences, modern and ancient history and drama.

INTERESTS

KFUM-Scouts of Denmark, Åbyhøj

Active scout and cub scout master

1992-2006

- Learned responsibility and self sufficiency
- Became assistant cub scout master at age 14 and was solely responsible for the cub scout group from age 16 till 23
- Taught practical scouting subjects to children age 8-11
- Occasionally taught more advanced subjects such as basic molecular chemistry to challenge both my own and the children's abilities
- Tried to instill a sense of adventure in the children
- Chaired and participated in meetings to plan day-to-day operations and special events
- Planned and budgeted outings and camping trips

Video games played (incomplete)

- Rome: Total War
- Neverwinter Nights 1 and 2, all expansions
- Star Craft
- Warcraft 2 and 3
- Arkham Asylum
- Resident Evil 4 and 5