
ALISTAIR STEWART

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I am a highly-motivated 28-year-old postgraduate with a versatile range of experience in academic, professional and customer-facing functions. Driven, personable, and adaptable in nature, I bring strong communicative and organisational skills to the table from my experience both in the UK and Germany. Whether I am translating texts in subject areas I am greatly passionate about, or carrying out financial due diligence, my conscientious work ethic ensures I perform to the best of my ability at all times.

LANGUAGES

English
(Native)
German
(Fluent, C2)
Spanish
(B1)

EDUCATION

MA in European Jewish History with Distinction
Queen Mary University, Sep 2016-Dec 2017
BA in German and History with First Class Honours
University of Southampton, 2011-2015
3 'A' Levels: History, German, Spanish
9 'GCSEs', A* to A including Maths and English

PROFICIENCY

- Microsoft Office Suite
- Salesforce
- Google Digital Garage
- SAP

Freelance Translator
Berlin, DE & London, UK
Oct 2017-present

Owing to my Masters degree and experience with primary source material, I have used my historical and linguistic expertise to provide high-standard translations from German into English for educational institutes and non-profits. Most notably, I have collaborated with the Wiener Holocaust Library, translating multiple Holocaust survivor testimonies. My largest project was with LitvakSIG, translating mass census records of Jewish inhabitants from 19th and 20th century Lithuania.

Associate Auditor
Daimler Group Services
Berlin, DE
Nov 2018-present

Assisting in the auditing and quality-checking of English and German language invoices for freight forwarders connected to Daimler AG. I have fostered excellent working relationships with our service providers, most recently ensuring swift payment during the Covid pandemic. Owing to the size and calibre of Daimler, this entails a substantial case load, which I meticulously deliver on.

Customer Service Adviser
Air France
London, UK
Apr 2018-June 2018

Responsible for administering and resolving complaints and service enquiries from passengers. Due to the large-scale industrial action within the company and adverse weather conditions, I worked diligently with the team to resolve a backlog of 42,000 complaints and regularly exceeded my daily target of cases solved.

Student Records Administrator
City University of London
London, UK
Jun 2017-Sep 2017

Responsible for handling students' technical and academic queries regarding graduation and registering for the upcoming academic year. Responsible for three email inboxes, handling telephone calls, and providing academic references to potential employers, as well as assisting in person at the fast-paced graduation ceremonies.

Reservations Consultant
Norwegian Cruise Line
Southampton, UK
Jun 2015-Aug 2016

Responsible for making sales and handling customer enquiries in both the English and German-speaking markets, using Salesforce. Handled high call volumes and ensured speedy, friendly service to all clients as part of a team. Consistently one of the top bookers in the team, hitting revenue/conversion targets and was rewarded for high performance by representing the brand at the London Cruise Show in Feb 2016 to sell cruises to guests in person.

HelpDesk Support Technician
Wiley-VCH Verlag
Weinheim, DE
Sep 2010-Aug 2011

Along with four other team members, I was responsible for assisting a 200-strong company with their computer and technical issues, solving their problems in a foreign language. This involved dealing with the unexpected, as well as thinking on my feet in pressurised situations, whilst also liaising with my team members to ensure the publishing company ran smoothly.