**Rebekka Hay**

**Pant Y Gydir**

**Llanafanfawr**

**Builth Wells**

**LD2 3LU**

**01591 620 305**

**Rebekkab@msn.com**

**Personal Profile**

Translator with 15+ years’ experience in translation and Customer Service Roles.
Seeking to expand on current translation work.

**Employment History**

**Freelance Translator Jan 2016**

**Softtitler.Net / Deluxe Media**

Creating German subtitles for movies, TV series, documentaries and online streaming services.

**One Hour Translation**

Translating various documents from English to German and German to English

**Warner International**

Translating various documents from English to German and German to English

**Export Coordinator - Chocolate and Love Ltd Aug 2014 – Feb 2015**

Processing export orders, communicating with customers, translation of marketing materials from German to English and English to German, online research, data entry.

**Customer Service - Victoria & Albert Baths Ltd Sep 2013 – Dec 2013**

Bi-Lingual Customer Service German / English. Provided excellent customer service to German customers via email, telephone. Supported the sales team and processed export orders. Took a 10 hour Italian beginners course.

**Customer Service - Multisorb Technologies Jul 2012 - Jul 2013**

Bi-Lingual Customer Service German / English to support the Sales team and work closely with External Sales, Marketing, Distribution & Planning teams, handle customer orders by fax, phone or email in timely manner

* provided accurate and timely quotations
* progressed and tracked orders to ensure customer satisfaction levels are maintained
* consistently delivered the customer service key performance
* ensured customers details are up to date and correctly entered in the system
* kept customers updated on key developments in relation to specific orders
* went the extra mile to meet the customer's needs

**Customer Service - Bet365 Aug 2011 - Jul 2012**

Bi-Lingual Customer Service German / English

Providing excellent customer service to German customers via email, telephone and live chat, involving constant multi-tasking and requiring the ability to prioritise challenging customer queries.

* Translation of documents or audio materials German to English / English to German.
* Professional and efficient communication with all levels within the company to ensure best results for the customer.
* Training, guidance and support for new staff to ensure best possible level of service.
* A point of reference for colleagues out of the training system but who still have questions Knowledge and understanding of internal procedures and the reasons for following them.
* Often required to handle 4 separate customer queries at once and delivering the correct answer to each one within a fast-moving environment

**Customer Service - SSE Energy PLC Jan 2010 - Nov 2010**

Served as first point of contact and provided excellent customer service for all customer queries Product and service information, sales, account amendments, credits Complaint handling and investigation, bill calculation, arranged on-site engineers appointments and meter removal / testing by outsourced company, remaining point of contact until full resolution of complaint whilst liaising with all parties involved Internal reports.

**Customer Relations - SSE Energy PLC Oct 2006 - Feb 2009**

Distribution of complaints to relevant departments including follow up, various graphic designs, database reports First response to complaining customers Complaint handling and investigation, bill calculation, arranged on-site engineers appointments and meter removal / testing by outsourced company, remaining point of contact until full resolution of complaint Training, guidance and support for new staff to ensure best possible level of service. A point of reference for colleagues out of the training system but who still have questions.

**Office Manager - Mmaker Financial Services Dec 2004 - May 2006**

Assistant manager, office management, general correspondence via telephone and email. Acquisition of new clients by telemarketing. Analysis of clients’ financial situation, comparison of insurances and follow up consultations with clients to present new financial models intended to save the client money. Translation of legal documents (English to German). Training, support and mentoring of new employees.

**Waitress - T.G.I. Friday’s Dec 2003 - Mar 2004**

**PA / Event Manager - R. Mueller-Technau Oct 2003 – Nov 2003**

Planned and organised an event to raise awareness for green energy (water turbines, wind turbines) for members of the German Parliament. PA and Office Manager to R. Mueller-Technau. Authorized purchases and payments (within prescribed limits of authority), created documentation for office and/or department budgeting, coordinated budget control and monitoring, assisted in interviewing and hiring office support staff.

**Office Assistant - Atos Origin GmbH Aug 2001 - Apr 2003**

**Office Assistant in several departments.**

**Training department:** Event planning and organization, dispatch and care of course materials, general administration, training calendar, maintenance of the training material website (internal) support of the training participants, travel bookings, invoices for travel expenses, data input and data care, general correspondence in German and English, data base enquiries.

**Sales department:** Creation of offers, data input and data care, mailings, general correspondence in German and English.

**Product Marketing:** Translation of technical documents (German to English and English to German),

proof reading of advertising material, the role involved proofreading over a variety of subjects, terminology verification and translation improvement. This required an excellent memory and a keen eye for detail. Creation of graphics, scans, retouching, image processing, maintenance of the website

**Reception:** Telephony switchboard, customer service, hotline.

**Education/Qualifications**

**Italian Beginners - Telford CAT Sep 2013 – Dec 2013**

10 Week beginners course

**Chamber of Industry & Commerce - IHK Berlin** **May 1999 - Jun 2001**

**HND/HNC Equivalent: Graphic Design for print and online media**

Visual business identities, magazines, books, posters, graphic design for online media.

Microsoft Office, Photoshop, Freehand, Quark Xpress

**Freie Universitat Berlin Oct 1997 - Jun 1999**

**Comparative Literature Science, Medieval European Literature, African Cultural Anthropology**

**Literature:** The shared memories and legends of Nordic peoples are brought together in a great German epic, the "Nibelungenlied" this required me to learn the medieval German language that was spoken at that time to be able to read and understand the original work, its historical origin and cultural influence.

The literary period of Romance, Goethe, Schiller, Novalis, Leibnitz and more.

**African Ethnology / Anthropology:**

Methods of social and cultural anthropology. History of Anthropology

**Marie Curie Comprehensive Vocational School Berlin Sep 1981 - Jun 1994**

'A' Level/Higher or Equivalent

German Literature, English Literature, Sciences

**References**

Available on request.