

Lorna BERTAUD

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ENGLISH TO FRENCH FREELANCE TRANSLATOR

(registered under SIRET# 47783114300037) since July 2004: more than **15 years'** experience

My specialty: Translating material where both technical knowledge and excellent style are required.

By consistently providing accurate and high-quality translations and meeting agreed deadlines, I have gained the trust of my customers, many of whom also turn to me to edit and/or review the work of other professional translators.

SPECIALIZATIONS

Information Technology (over 3,450,000 words translated so far)

- Software interface and online help, user and configuration guides, training manuals, tutorials (desktop/mobile apps, security, connected/smart devices, e-mail systems, network, virtualization, Cloud, Business Intelligence, spyware alerts ...)
- Technical specifications of computer hardware (desktop/laptop, mobile phones, servers, storage, printers ...)
- Associated marketing material such as white papers & case studies, websites...

Legal (over 1,200,000 words translated so far)

- Products/services agreements, distribution/subcontracting agreements, terms of use, licence agreements, privacy statements...
- Insurance policies and expert appraisal reports
- E-learning courses and training material on legal requirements such as GDPR, competition law, anti-bribery law...
- Corporate policies and procedures (including regulatory compliance, EH&S, security, audits...)

Working with several translation agencies (in the above specializations) as well as with companies specialized in software development, computer security, Web design, car rental and with publishing houses.

QUALIFICATIONS

- Studies:**
- French equivalent of a Master's Degree in English Literature, Language, Cultures and Civilizations from the University of Versailles-St Quentin, Grade A pass (1996)
 - Certificate in French and English Translation from the Universities of London and Paris via the British Institute in Paris, with Merit (1996)
 - Diploma in Business English from the Franco-British Chamber of Commerce, with Distinction (1995)
 - Cambridge Certificate of Proficiency in English, Grade A pass (1993)

- Languages:** French - fluent (French father), lives in France
English - fluent (English mother), numerous stays in England, Scotland, Ireland, the USA
Spanish - school standards

Translation Tools: SDL Trados Studio & MultiTerm 2017/2015/2014/2011 – GTT – Idiom WorldServer – Passolo Translator – WordFast 5 Pro – memoQ 2015

PREVIOUS WORK EXPERIENCE

2001 – 2004: **Helpdesk / Procedures Manager** - Hertz France Head Office

- Managed a team of 8 people
- Worked with the European Head Office in Dublin and the World Head Office in Oklahoma City to resolve problems met with the globalized Hertz applications and to request, test and implement new developments within these applications
- IT Security Coordinator: in charge of requesting, removing and controlling all login IDs to all systems for Head Office and operational staff
- Translated and implemented internal Worldwide and European procedures & policies and created internal French procedures
- Translated official documents (in French or in English) for various departments (business agreements, marketing brochures, insurance documents, software user guides and release notes, etc.)

1997 – 2001: **Helpdesk Representative** - Hertz France Head Office

- Took incoming calls and provided assistance to rental locations and Head Office users
- Worked with our American Helpdesk (Oklahoma City) and our European Helpdesk (Dublin) on all application and network problems that could not be resolved locally
- Translated Worldwide and European internal procedures & policies and wrote French procedures
- Translated various corporate documents

1995 – 1997: **Reservation Agent - Hertz France International Reservation Centre** - Hertz France Head Office

- Took calls from individual customers, companies and travel agents to book reservations in France and abroad
- In charge of the "Ambassador Briefing System" as a spokeswoman for the French res centre to the other res centres in Europe
- Trained new reservation agents

HOBBIES

Travelling (Europe, USA, Polynesia, Morocco, Reunion) – Computer games (adventure games) – Guitar & singing/songwriting