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| PERSONAL INFORMATION | Borut Doles |
| PERSONAL STATEMENT  WORK EXPERIENCE  12/10/2017–Present  25/6/2014–3/1/2017  7/1/2014–31/3/2014 | 2, Župančičeva, 6230 Postojna (Slovenia)  (+386) 81 604 910  (+386) 51 357 828  dolesborut@hotmail.com  Skype dborut  Sex Male | Date of birth 20/7/1978 | Nationality Slovenian  Multilingual economist with internationally-exposed professional experience    Online Clothing Store Administrator  Inteko d.o.o., Slap (Slovenia)  -Administration of internet clothing store website (Spanish/German market)  -Translation of items into Spanish  -Communication and Customer Support  -Order processing  -Warehouse and Logistics Support  -Daily use of Spanish language (occasionally English, Italian, German)  -Other necessary activities to keep business going  Business or sector Clothing Business  Technical Support and Client Management Bosch Service Solutions, Timisoara (Romania)  -Technical/customer support for all Bosch divisions (Houshold Appliances, Power Tools, Automotive Market…) by phone and E-mail  -Daily communication in English but also communicating in other languages with employees, team leaders and managers  -Work consisting of handling incoming phones and E-mails from business and individual clients with various inquires (executing orders, resolving technical issues and complaints, addressing client queries, product delivery, advising on dealers network and repair status, liaising with special engineers when necessary etc)  -Other occasional tasks (translations, product promotion campaigns…), etc  Business or sector Administrative and support service activities  Customer Sales Representative |

Brand Management Group, Barcelona (Spain)

-Receiving and processing of purchase and sales orders for EMEA region

-Answering customers' queries about products, checking stock availability, organizing delivery via air carriers, calculation of shipping cost, order management, etc.

-Processing of internal orders from licensed partner Hewlett-Packard

-Daily communication in English, German and Spanish language with customers, on-site team, logistics department, air carrier – multitasking activities.



Business or sector Wholesale and retail trade; repair of motor vehicles and motorcycles

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| 22/6/2011–31/5/2012 | Sales representative  Barone d.o.o., Sežana (Slovenia)  -Penetration of food sales in Carinthia, Austria  -Direct contact with potential customers (restaurants, hotels, shops...)  -Presentation of products – Italian food (pasta, ravioli, gnocchi, tortelloni...)  -Weekly trips to Austria including office work at the headquarters, also delivering of goods  Business or sector Manufacturing |
| 1/6/2010–Present | Multilingual Freelance Part-Time Translator  Freelance Translator, Postojna (Slovenia)  -Multilingual translations from English, German and/or Spanish into Slovenian language, occasionally/on request also viceversa.  -Translations cover various areas from Economy, Legal, IT-Localization, Software, Manuals, Tourism, Finance, Marketing, General, Website translations...  -Using of Translation CAT Tools  Business or sector Other service activities - Translation/Localisation |
| 10/2/2009–10/5/2010 | Technical Translator from English into Slovenian  Emptoris Technologies Pvt Ltd, Pune (India)  -Executing technical translation and localization from English into Slovenian language  -Translating Software User Interfaces, Technical documentation, User Manuals, Online Help, etc  -Dealing with different customer queries and other related by-activities such as bug resolving, testing applications,...  Business or sector Other service activities - Translation/Localisation |
| 1/10/2007–1/12/2007 | Sales representative  Absolute Developments, Pattaya (Thailand)  -Selling Vacation Ownership Product to customers  -Holding personal meetings with individuals, presented product in details -Visiting real estate -In charge of German speaking line.  -Usage of efficient selling techniques and German language  Business or sector Real estate activities |
| 22/5/2006–31/8/2007 | Customer Sales Executive  Vialtis s.r.o., Bratislava (Slovakia)  -Offering Vialtis' services as VAT Recovery, Toll Cards, Ferries, Assistance etc to transport companies  -Visiting companies and reviewing their contract conditions  -Searching new clients  -Identification of their needs  -Negotiation of terms of contracts  -Maintenance and creation of key accounts  -Picking up different documents, invoices, etc  -Regular monthly trips to Bratislava for meetings and occasionally to HQ to Paris  Business or sector Financial and insurance activities |
| 9/6/2003–31/3/2006 | Regional Sales Representative |

Iberconsa S.A., Vigo (Spain)

-Making stronger and tighter business relations with current clients and looking for new prospects

-Maintaining contacts with clients

-Covering their needs

-Full marketing activities, product promotions, sales planning, retention of key clients

-Transport organization

-Commercial documents (invoices, transport documents, Incoterms, bank documents – Letter of Credit, etc)

-Work required periodical business trips and twice a year attending Seafood Exhibitions in Vigo and Brussels

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| EDUCATION AND TRAINING |  |
| 1/10/1997–27/2/2003 | Economist with Degree (Bachelor)  University of Ljubljana, Faculty of Economics, Ljubljana (Slovenia)  -Specialisation in International Business  -Relevant courses: International Business/Marketing/Payment Techniques/Foreign Languages |
| 1/9/1993–30/6/1997  1/7/2002–3/10/2002  PERSONAL SKILLS | Economic-commercial Technician  High School of Economics, Postojna (Slovenia)  -Economy Business  -Accounting  -English, German Languages  Iberconsa S.A., Vigo (Spain)  -Import/export assistant (Internship within my studies through Leonardo da Vinci programme)    -Back-office commercial tasks in foreign trade  -Usage of foreign languages (Spanish, English, Croatian) |
| Mother tongue(s) | Slovenian |

Business or sector Wholesale and retail trade; repair of motor vehicles and motorcycles

# Foreign language(s)

UNDERSTANDING

SPEAKING

WRITING

Listening

Reading

Spoken interaction

Spoken production

English C1 C1 C1 C1 C1

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| --- | --- | --- | --- | --- |
| C1 | C1 | C1 | C1 | C1 |
| C1 | C1 | B2 | B2 | C1 |
| B2 | C1 | B1 | B1 | C1 |
| C1 | C2 | B2 | B2 | C1 |
| C1 | C2 | B2 | B2 | C1 |
| A1 | A1 | A1 | A1 | A1 |

German

Spanish

Italian

Croatian

Serbian

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user

[Common European Framework of Reference for Languages](http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr)

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| Communication skills | -good business communication over the phone and live |
| Organisational / managerial skills | -a very good feeling to organise tasks, multitasking |

# Digital skills

attention to detail

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SELF-ASSESSMENT

Information

processing

Communication

Content

creation

Safety

Problem

solving

Independent user

Independent user

Basic user

Basic user

Independent user

[Digital skills - Self-assessment gri](http://europass.cedefop.europa.eu/en/resources/digital-competences)

[d](http://europass.cedefop.europa.eu/en/resources/digital-competences)

-User Knowledge of Office Suite (Word, Excel, Outlook, PowerPoint)

-very fast 10-finger typewriting skills

# Driving licence B