

MATHEW SMEE

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45 The Crescent, Brinklow, Rugby
CV23 0LG United Kingdom

Nationality: British

Languages: **English, French, Spanish**

Date of birth: 06/01/1978

Vast language related experience with outstanding track record of solving problems and achieving targets in order to champion success. Over ten years' experience working in Europe. Open University Modern Language Studies honours degree majoring in French and Spanish. Qualified Interpreter.

Employment

10/2017-Ongoing: **Operations Support for French, Spanish and Italian markets - Volvo Trucks, Rugby, UK**

- Act as level 2 case support with teams to resolve complex cases, meet customer expectations and secure maximum uptime
- Support project implementation, acting as a key link between working groups and coordination
- Secure potential complaints are handled in a customer minded and timely manner
- Resolve queries from Financial team, CRT and Services team
- Ensure process changes and warranty updates are delivered across the teams
- Support the teams in securing quality targets and identify corrective action plans
- Responsible for coordination induction training and ensuring performance feedback is delivered in a consistent high standard

07/2015-10/2017: **Trilingual Uptime Coordinator - Volvo Trucks, Rugby, UK**

- Managed the breakdown process, keeping customers and dealers informed throughout, via excellent communication skills in three languages
- Identified solutions to resolve cases, escalating internally and externally where necessary
- Achieved a high-level of service against defined targets and standards
- Shared knowledge and improvement suggestions across the team
- Mentored new colleagues' understanding of their role and encouraged them to find customer solutions
- Worked closely within the French and Spanish markets to help establish processes with key customers

2012-2015: **Reservations Coordinator - LAL Language Centres, Torbay, UK**

- Responsible for Latin American market development and booking process
- Sales and relationship management with international client-base
- Effective handling of a high volume of queries to develop and resolve tasks
- Professional correspondence in English, French and Spanish with key business partners and across multiple international sites

2011–Ongoing: **Translator/Interpreter/Teacher - Freelance, UK**

- Translating from French and Spanish to English for agencies and clients
- Use of CAT tools in order to produce high quality translations on time
- Interpreting for public services and football clubs
- Teaching English to foreign students and foreign language private tuition
- Following curriculum and devising creative lesson plans

2002-2010: **Grass Engineer/Gardener - Nou Camp, Barcelona, Palace of Versailles, the Tuileries, the Louvre and the Palais Royal, Paris**

- Overseeing correspondence with English, French and Spanish clients
- Liaising with external suppliers and interpreting for foreign visitors
- Responsible for maintenance and renovation of the Nou Camp, FC Barcelona's academy base and first team football players' gardens
- Designing and planting floral mosaics

2001-2002: **Tour Guide - European Waterways, Navigable Waterways of France**

- Researched, prepared and led tours for large groups of North American tourists, corresponding to luxury hotel barge's weekly itinerary
- Assisted with piloting and navigation on the network of canals and rivers

Language Qualifications

- 2013: BA (Honours) Modern Language Studies, Specialism: French and Spanish, 2.1 (70-84%), Open University, UK
- 2011: Community Interpreting Course, Ascentis Level 3 Award, WEA, UK
- 2005: Catalan Diploma, Ajuntament de Vic, Spain
- 2003: Spanish Diploma, Generalitat de Catalunya, Barcelona
- 2001: French Diploma, Association Oxalis, Saint-Ouen, Paris

IT Skills

- Online courses in content creation, digital skills and digital marketing
- Proficient with Qlik, Excel, PowerPoint, Word, CAT tools, database systems, social media, quick to learn and utilise new programmes

Interests

- Strong cultural awareness and interest in global current affairs
- Travel includes: Africa, South America, Asia, Australia and Europe

References - Professional and academic references upon request
