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A highly motivated, flexible professional with nine years of experience in the Translation and Localisation industry. A forward-looking, self-confident individual with a positive attitude to challenges and change. Meticulous in approach and execution.

- Translation and Localisation
- German
- Project Management
- Training

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## **Employment History**

**Job Title: Freelance Translator**

**2015 to  
present**

### **Main Tasks and Responsibilities:**

- Expert in SAP system translation
- SAP Corporate Content
- SAP CSN message translation
- General software translation (cybersecurity, interface texts, etc.)
- Legal (GDPR, contracts, website terms and conditions, etc.)

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**Job Title: Project Manager for Cloud Translation**

**2013 to 2015**

**Company: SAP Language Services (GS SLS), SAP SSC Galway**

### **Main Tasks and Responsibilities:**

- Created projects in internal SAP project management system
- Coordinated agency resources in conjunction with resource managers
- Defined deadlines based on product requirements and project volumes
- Expertise in SAP translation systems
- In-depth knowledge of SAP transactions to ensure smooth running of online translation projects
- Expert user of translation tools such as Trados 2007, Trados Studio and Passolo to execute offline projects
- Responded to agency queries on daily basis in prompt and efficient manner
- Participated in Language Acceptance Tests (LATs) to check translation quality
- Trained new employees in all PM tasks

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**Job Title: Translation Specialist (German -> English)**

**2006 to 2013**

**Company: SAP Language Services (GS SLS), SAP SSC Galway**

### **Main Tasks and Responsibilities:**

- Translator: Translated SAP Notes (troubleshooting documents) on daily basis

- Translator: Translated SAP Training Materials (customer guides) on on-demand basis
- Translator: High-performer both in terms of volume and quality, consistently exceeding KPIs
- Systems' Administrator: Tested SAP reference systems, sharing knowledge within team and also with translation agencies to ensure high quality translations
- Group Coordinator: Led Logistics team, distributed workload, delegated tasks and liaised with management
- Quality Team Member: Maintained internal standards and guidelines, performed bi-annual QA checks, enforced high quality standards on daily basis, resulting in year-on-year improvements in test scores
- Trainer: Responsible for training new employees in all translation tasks achieving significant reduction in onboarding period (six months reduced to two months)

**Job Title: Customer Support Agent (German Team)**  
**Company: Customer Interaction Center, SAP SSC Galway**

**2005 to 2006**

**Main Tasks and Responsibilities:**

- Provided first-level support for SAP on-premise customers
- Dealt with customers from Germany, Switzerland and Austria on daily basis
- Ran campaigns to pre-empt potential customer problems
- Explained support services and entitlements available to customers by email and by phone in German

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**Job Title: English Language Assistant**  
**Company: Kantonschule Zug KSZ, Switzerland**

**2004 to 2005**

**Main Tasks and Responsibilities:**

- English language assistant to students aged between 12 and 20 at renowned Swiss secondary school
- Assisted main English teachers on daily basis
- Responsible for oral classes on daily basis
- Supported students preparing for proficiency exams
- Provided private tuition to students

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**Educational Qualifications:**

**University:** National University of Ireland, Galway  
**Course:** Diploma in Spanish  
**Grade:** First class honours

**2010 to 2012**

**University:** University College Cork  
**Course:** Bachelor of Commerce (BComm) and German  
**Grade:** First class honours (German), second class honours (Commerce)

**1999 to 2004**

**University:** Ruhr Universität Bochum  
**Course:** Bachelor of Commerce (BComm) and German (Erasmus)  
**Grade:** First class honours (German), second class honours (Commerce)

**2002 to 2003**

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**Language Skills:**

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|------------------------------|--|
| • English (mother tongue)    | • German (full professional proficiency) |
| • Spanish (elementary level) | • French (elementary level)              |
| • Swedish (elementary level) | • Gaelic (elementary level)              |

**Interests and Achievements**

- New(ish) to running – have completed 3 marathons in last 12 months
- Avid follower of Formula One; keen snowboarder; sports enthusiast
- Former volunteer for Galway Association
- Language mentor for Erasmus students at SAP
- SAP representative at RDS Language Fair (January 2014)