

Resume Frank Rousse

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Nationality: Dutch
Date of birth: June 6th, 1977
Marital Status: Married

Professional Experience

05-2017 –today JF Translation Services, Dalem

- Freelance Translator German-Dutch, Dutch-German, English-Dutch;
Specialism: IT, ERP/CRM software translations; Marketing texts;

09-2013 – today

Master Data Manager tremco illbruck Group, Cologne

- Set-up European data maintenance structure
- Set-up European item creation and packaging process
- Documentation and training new business processes
- Implementation ERP system; Writing How-to instructions in English and German

09-2008 – 08-2013

Marketing Project Co-ordinator, tremco illbruck B.V., Arkel

- Involved in launches of new products/concepts;
- Taking care of newsletter; writing short press releases;
- Initiating a Premium Partner Programme;
- Organize internal training sessions and first line support;
- Project management new CRM implementation;
- Functional Maintenance of ERP system Microsoft Dynamics NAV;

05-2006 - 08-2008

Customer service tremco Illbruck, Arkel

Access point for international subsidiaries of key accounts;
Take care of quotations and sales analysis;
Support of key account managers;
Taking care of written communications in German and English;

04-2001 - 04-2006

Customer and Sales Support Exact Software Nederland, Eindhoven

Support of dealers and sales reps. in sales; Acquisition by phone (cold calling),
organise sales promotions; Follow-up of incoming leads; Sales Analysis for
management team; Maintenance of local website;

12-2000 – 03-2001

Export customer service Luxaflex Nederland, Hardinxveld-Giessendam

First contact of German, French and English speaking partners of Luxaflex in the
order process Supply chain information.

Internships

01-2000 – 06-2000

Assistant sales manager Mediagold GmbH, Munich

04-1998 – 06-1998

Work Experience placement AKZO Nobel Faser AG, Obernburg (GER)

Education

2014 – 2015	“LOI”, course: ‘Translator German in Practice’; Graduated
2010 – 2011	NIMA-B Market Research and Information Management (MIM-B); Graduated
2002 – 2007	“ITV Hogeschool”, Utrecht, Study: Translator German; Graduated
1996 – 2000	“Hogeschool van Utrecht”, International Business and Languages; Graduated
1995 – 1996	“University Utrecht”, Study: German Language and Culture; Propaedeutic graduated
1989 – 1995	“Gymnasium Camphusianum”, Gorinchem, courses: Dutch, German, English, French, Latin; Mathematics Economics and History; Graduated

Languages, Software and Courses

Languages

Dutch:	native speaker
German:	near-native, conversation and reading
English:	good, conversation and reading
French, Spanish:	basic, conversation and reading

Software knowledge

MS Office:	Word, Excel, Outlook, PowerPoint, Skype for Business
CAT Tools:	MemoQ, Wordbee, XTM
ERP:	Exact Globe; Microsoft Dynamics NAV - advanced
CRM:	Project Sales Achiever; Exact e-Synergy; SharePoint 2013
BI:	Power BI

Courses

tremco illbruck Performance Academy (6 months)
Writing for the web, Google AdWords, Google Analytics (1 day);
Communication training telephone + e-mail Pieterman & Partners (2 days);
Sales training Kenneth Smith (1 day);
Basic Sales training ISES International (2 days);
Several trainings in finance and logistics related to Exact Software;

Sports and interests

Playing soccer
Trainer soccer team
Reading books