

Anne Christine Muehlematter

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Personal Statement

I'm conscientious, self motivated, creative and critical thinker with an eye for detail. My English and French Language skills, both verbal and written are excellent. I'm able to work under pressure with excellent organisational skills and a strong work ethic. I'm also able to work effectively as part of a team or alone, in a diverse cultural environment

I have extensive experience in writing high quality content and translating in both English and French.

I am able to carry out thorough research on any given topic to make sure that I am providing the right pitch and information required in an article.

As search engine algorithms are always changing, I strive to stay up to date with the latest developments in the field in order to stay on top of the game.

Employment History

- **2021 – Current** 2nd Line Support Agent, IvaMedia group
- Ensure that all players receive an outstanding level of service.
- Translation of company websites, user manuals, marketing materials and emails.
- Build relations with game providers and other departments to resolve customers' queries and issues.
- Diagnosing and escalating customer issues to our Operations Team and third-party payment and game providers.
- Work together with Payments Team to solve problems regarding customers deposit, KYC, withdrawals, and general queries.
- Liaise with the Operations Team to solve problems and improve current systems.
- Understanding and following procedures for the Customer Support department and reporting any abnormality to the closest manager.

Responsible Gaming checks, monitor player activities to identify any irregularities that may indicate gambling issues and block any such accounts or implement responsible Gaming Tools

2021 – 2021 2nd Line Support Agent, BetPlanet

My day to day duties:

- Provide support to CS employees in order to solve customers' queries;
- Translation of company websites, user manuals, marketing materials and emails.
- Provide customer support to our VIP players in order to deliver a world-class

- customer service and experience;
 - Be in relation with providers and other departments in order to solve customers queries and issues;
 - Keep track of issues and blockers faced by customers and propose improvement in order to avoid these blockers and increase the overall customer experience.
 - Provide ongoing support, refreshment/follow-up/quality analysis to all CS Agents;
 - Monitor CS Agents' in liaison with localized Customer Service Manager on performances and provide feedback and recommendations for any additional training needs to management;
 - Monitor inbound customer contacts (mail/chat/phone/SM) and score the performance of the CS Agents using Quality tools and scorecard;
 - Take part in, and sometimes lead, various projects within the CS department. Actively seek and manage ways of improving existing processes & enhancing the customer experience by reviewing survey responses and providing necessary feedback to management.
- **2019 – 2021.** Customer Service Agent, Vittoria Services.
My day to day duties include live phone and chat contacts, e-mails and payments. Besides having acquired a lot of knowledge related to the iGaming industry I have extensive knowledge about bitcoin and have trained as a bitcoin advisor. I am able to help clients understand cryptocurrency, set up of crypto currency accounts and walk them through transactions.
 - **2012- 2019.** Freelance Translator, French and English. Text creator for FairTech Ltd, an online marketing and SEO (Search Engine Optimisation) company.
My duties involved writing texts using specific key words that provided by the SEO specialist using specific SEO strategies to make sure the client's website will be search engine friendly and optimised
The texts were for clients in very different fields and after research I could put together text to fit to their website and give them the required tone.
Also in charge of problem solving for our clients both locally and abroad.
 - **2001- 2012** Administration for Scuba Diving Portal – Gooddive.com and Scuba Promotion web agency. I was an editor and translator for both English and French. I wrote articles for the Scuba Diving Portal
 - **2000-2001** Alliance Française-Teacher of French – Kenya
 - **1996-1999** Paje Ndambe Diving Center-Public Relations and took care of day to day of organising of diving schedules and programs - Zanzibar
 - **1996-1996** Bergmann Team Language School-Teacher of English – Switzerland
 - **1990-1996** Berlitz Schools of Languages-Teacher of english - Switzerland
 - **1989-1990** Société Coopérative Migros-Sales, Cashier - Switzerland
 - **1985-1986** Sabrina Garments-Receptionist, Supervisor and quality controller- Kenya

Education

- 1987-1992 Université de Lausanne – University
- 1986-1987 Université de Fribourg – University
- 1982-1984 Mukumu High School – A level
- 1979-1982 Kaimosi High School – O level
- 1972-1978 Hill Primary School – Primary School

Certificates

- 1992 Diplôme d’Aptitude à l’Enseignement du Français
- 1990 Certificat d’Etudes Françaises
- 1984 Advanced Certificate of Education, A-Levels
- 1982 Certificate of Education, O-Levels
- 1978 Certificate of Primary Education

Languages

- English: Mother Language
- French: Fluent
- German: Basic
- Swahili: Fluent

Other credentials

Good Computer Knowledge

Open Water Diver

Medic First Aid Training

Proof reading, translations and transcriptions.

Nationality

Swiss

Experiences

Over the years I have lived in many countries with very different cultural backgrounds and I enjoyed the challenge of adapting to new situations and environments.

I feel that it has given me a very rich experience and has made me a very flexible person especially on a social and professional level.

References

References are available upon request.

Malta , 4.2. 2020