PALASH MONDAL

**Contact No:** +91-**7019513487 / 9545853375**

**E-Mail:** [**plsh\_mondal@yahoo.co.in**](mailto:plsh_mondal@yahoo.co.in)

**Support Executive & German Translator**

# Pursuing EBMP under “Indo-German Training Centre (IGTC) - AHK Indien” – 2020-21

**PROFILE**

* **More than 12 years’ experience in IT industry as a German Translator & Support Executive with different organizations.**
* **Earned very strong experience in various tools:**
  1. Basic of SABA cloud under Daimler AG (SABA –LMS Tool)

Conducting trainings & courses for employee, intern & apprentice using Learning Management System (LMS)

* 1. Digital Signature – Daimler eSigning

eSigning is an application to cover digital Signatures workflows and archive documents in a audit- proof way.

* 1. Middleware – UC4/Automic

Automic Software (formerly UC4 Software) is an international software company that specializes in enterprise job scheduling and workload automation.

* 1. Business Process Modeling - BIC Design POINT Tool

Easing the Business Process Management by the use of this tool, particularly by the designing of different HR Business Operations.

* 1. Translation Tool - SDL Trados

Important note: This does not do any machine translations.

It speeds up the productivity of translation output by providing the auto-translation for the repetitive & more percentile matching texts, terms etc.

* 1. MS Office specially MS Word, Excel & PPT
* Currently working as a German Translator & Support Executive for Mercedes-Benz under Payroll of Mayflower Language Services.
* A competent professional with rich experience in **different domains of translation (German <> English), like: IT (SAP, JAVA, e-People, dot net, mainframe, middleware etc.), general texts, general legal, general medical, finance, business etc.**
* Have major translation experience in different *SAP modules, like: ABAP, Basis, FICO, CMR, BI, SD, MM, QM, EDI, PP etc.*
* Excellent Interpersonal, Analytical & Negotiation skills.

## OBJECTIVE

With excellent capabilities in sustaining employee-employer relationship and enhancing the performance in various business operations, aspire to yearn my career as a successful Entrepreneur in coming future.

## SUMMARY OF PROFESSIONAL EXPERIENCE

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| --- | --- | --- | --- |
| **Organization** | **Tenure** | **Duration** | **Designation** |
| **Mercedes-Benz (Client)**  Atos | **Since 1st Aug 2016**  Feb 2015 – July 2016 | **Cont.**  1.6 years | **German Translator & Support Executive**  German Translator |
| IBM (Client) | Aug 2010 – July 2014 | 4 years | German Translator |
| SIEMENS | Dec 2009 – July 2010 | 8 months | Associate Executive |
| SYMPHONY MARKETING SOLUTIONS | Dec 2007 – Nov 2009 | 1.10 years | Associate Consultant |

**SUMMARY OF SKILLS & COMPETENCIES**

* Knowledge of Support for various tools
* Knowledge of Business Process Modelling
* Knowledge of Market Research
* Knowledge of Telecommunication Systems
* Knowledge of Translation & Interpretation (German <> English)
* Knowledge of different terminologies from different domains
* Analysis of grammatical structures of both German & English

**WORK EXPERIENCE**

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| --- | --- | --- | --- | --- |
| **From** | **To** | **Duration** | **Company Name** | **Designation** |
| 1/Aug/2016 | To date | 4 years | Mercedes-Benz (Client) | Support Executive & German Translator |

**Roles & Responsibilities:**

* **Supporting Service Desk of:**
  + **SABA –LMS Tool**
  + **AUTOMIC/UC4**
  + **Daimler eSigning**
* **Translating and interpreting PeopleSoft, UC4, SABA, Taleo & HR-Help Desk related documents, diagram, flow chart, contracts etc.**
* Translating tickets, ad-hoc requests & also other IT related and general texts.

## Defining, modelling & analysing different processes of different applications using BIC Design POINT Tool for Business Process Management, particularly for different HR Business Operations; like – Payroll, Compensations & Benefits & Core HR etc.

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| **From** | **To** | **Duration** | **Company Name** | **Designation** |
| 09/Feb/2015 | 29/Jul/2016 | 1.6 years | Atos India Pvt. Ltd. | German Translator |

**Roles & Responsibilities:**

* Translating and interpreting almost all SAP-Modules (ABAP, Basis, FICO, CMR, BI, SD, MM, QM etc.) related documents, diagram, flow chart, contracts etc.
* Translating tickets, ad-hoc requests & also other IT related and general texts

*File’s formats could be: .doc/x, .xls, .ppt, .txt, .xml, .rar, .pdf, etc.*

Project: SIEMENS-TripleS.

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| **From** | **To** | **Duration** | **Company Name** | **Designation** |
| 05/Aug/20  10 | 31/July/201  4 | 4 Years | IBM India Pvt. Ltd. (Client) | German Translator |

## Roles & Responsibilities:

* Translating and interpreting almost all SAP-Modules (ABAP, Basis, FICO, CMR, BI, SD, MM, QM etc.), EAI, JAVA, Main Frame, Host, ePeople, Dot Net & HR (regarding on/off boarding, insurance, pension, bonus etc.) related documents, diagram, flow chart, contracts etc.
* Translating tickets, ad-hoc requests & also other IT related and general texts
* Monitoring the tickets in CISM tool of Citrix

*File’s formats could be: .doc/x, .xls, .ppt, .txt, .xml, .rar, .pdf, etc.*

Projects: Karstadt Warenhaus GmbH & Daimler AG (Mercedes-Benz).

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| **From** | **To** | **Duration** | **Company Name** | **Designation** |
| 01/Dec/2009 | 02/Aug/20  10 | 8 Months | Siemens Information Systems Ltd. | Associate Executive |

## Roles & Responsibilities:

* Solve the problems of telephone systems and related devices of Siemens which are purchased by German Customers.
* Accept the problems in German language and Translate in English for engineers.
* Get a solution in English. Then translate and interpret to the customer.
* We were the First Point of Contact to the Customers.
* The Problems could lie in Telephone System or in different parameters (Call Forwards, Call Transfer Different Groups etc).
* The Problems come from small or big companies (BMW, Mercedes, Bosch etc.)

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| **From** | **To** | **Duration** | **Company Name** | **Designation** |
| 24/Dec/2007 | 10/Nov/20  09 | 1.10 Year | SYMPHONY MARKETING SOLUTIONS | Associate Consultant |

## Roles & Responsibilities:

* Market Research of FMCG (First Moving Consumer Goods)
* Collect the Information about FMCG products in German Language from Internet.
* Then translate into English, analyse and store into company’s databank – Workbench Tool.
* My categories were: Chocolates, Pralinen, Bars; Cornflakes & Muesli; Pet Foods (Dog, Rabbits, Rats, Parrots etc)

Our clients were: Nestle, J&J, Master Food, Kellogg’s, Milka, P&G.

## ACADEMIC RECORDS

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| --- | --- | --- | --- | --- |
| **Educations** | **Name of the Institutions** | **Year of Passing** | **Percentage of Marks** | **Division** |
| Pursuing EBMP | Indo- | Cont.- |  |  |
|  | German Training  Centre (IGTC) - AHK | 2020-21 |
|  | Indien |  |
| German Courses: G3 | Maxmueller | 2003- | 60.80 | 1st |
| Passed & M3 | Bhavan, Kolkata. | 2005 |  |  |
| Completed. |  |  |  |  |
| B.A. (Tourism & Travel Management) | Haldia Govt.College. | 2002 | 52.75 | 2nd |
| Higher Secondary(10+2) | Mahishadal Raj School. | 1998 | 56 | 2nd |
| Secondary(10) | Sutahata Janakalyan Shikshaniketan. | 1995 | 67.75 | 1st |

**PERSONAL DETAILS**

* Date of birth **6**th of March 1980
* Gender Male
* Marital Status Married
* Nationality Indian
* Passport L2063266
* Languages Known Bengali, German, English, Odia, Hindi & Marathi
* Hobbies Reading Editorial News & Watching Football
* Location Preference Kolkata
* Expected Salary Negotiable.

**Permanent Address** Vill-Ashadtalia, P.O. + P.S.-Sutahata, Haldia, W.B.-721635

## DECLARATION

I hereby declare that all the above information and statements given by me are correct and true to the best of my knowledge.

Signature Date

Palash Mondal