**Mark van der Meulen**

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| Mark\_van\_der\_meulen@hotmail.com |
| **EDUCATION** |  |
| Sep 2006-2011 | **University of Groningen** |
|  | Ba English Language & Culture |
| Sep.2003-July 2006 | **Hogeschool Zuyd Interpreter/Translator Maastricht** |
|  | Translator English <> Dutch & Spanish <> Dutch) |
| Sep 1997-July 2003 | **Lauwers College Buitenpost** |
|  | VWO Diploma |
| **WORK** |  |
| Ma 2012-Aug 2012 | **Booking.com Customer Care Executive** |
|  | Handle pre and post reservation inquiries by phone, email and fax; |
|  | Maintain hotel websites and amendment of availability, rates and special offers |
|  | Maintain good contacts with hotels in order to secure up to date information; |
|  | Maintain internal and external contacts; |
|  | Contact hotels and customers all over the world; |
|  | Settle complaints by negotiating with guests and hotel. |
| Nov 2011-current | **MVDM Translations**  |
|  | Own translation company (self-employed).  |
|  | Freelance translation Dutch <> English. |
|  | Proofreading/Editing |
| **INTERNSHIP** |  |
| Aug 2011-Jan 2012 | **Vertaalbureau Perfect, Enschede** |
|  | Handle incoming assignments and match them to the best available translator. |
|  | Ensure that the assignment is sent to the client in time and in good order. |
|  | Function as contact person between client and translator. |
|  | Translating assignments from Dutch to English and vice versa. |
|  | Ensuring translations meet the quality requirements before going to the client. |
|  | Handle complaints and questions clients might have about the translations. |
| **ADDITIONAL** |  |
| Languages | Native Dutch; Near-Native English; Basic German, French and Chinese. |
| Software | MS Windows, MS Office: Word, Excel, Powerpoint. |
| Qualities | Experience working in an international environment |
|  | Excellent people skills and team player |
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