

## **Minal Ajit Agashe**

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### **Objective**

Full-fledged application of German language as a German Language Specialist.

### **Key Skills**

- Proficient in German language
- A professional with strong background in German Translation and Business development
- Maintaining quality assurance of the translations and the proof readings.
- Capability of working in teams during projects with excellent communication, interpersonal, strategic planning, problem solving skills. Resourceful in resolving emerging problems.
- Working knowledge of MS Office and also possess basic knowledge of SAP processes.

### **Academic Education**

- M.A. in German from Pune University, India in June 2007 (First Class)
- B.A. in German from Pune University, India in April 2005 (First Class)

### **Certifications**

- Completed German language courses till the level M-II from Goethe Institute Pune, India.
- Completed teachers training for German as a foreign language (Daf- Deutsch als Fremdsprache) during M.A. course

## Experience

### **Total Experience : 5 Years**

Company: Vodafone Services India Pvt. Ltd.

Duration : From Mar 2014 –Aug 2014

Pune, India

Project : Telecom

Role : Service Manager

Role Description :

Worked as language coordinator for teams between various teams in India and Germany. Attended the trainings.

Company : Crest Premedia Solution

Duration : From Apr 2012 –March 2014

Pune, India

Project : Book Publishing

Role : Senior Project Executive (Foreign Language)

Role Description :

I was involved in project management for typesetting of Books, Journals, and Magazines from start to finish. My responsibilities involved taking the ownership of the project, getting the work done internally, coordinate and communicate with Authors and Editors in Europe to ensure the timely delivery, conducting meetings with the production teams to plan internal delivery schedules, monitor the delivery dates, provide solutions to productions by effectively communicating project related queries to the customer and translating the customer response from German language to English, in a manner that is understood by the production teams.

In addition I was maintaining project reports and following up internally and externally to keep all parties involved update the progress of the project and initiating timely action where ever required.

Company : Accenture

Duration : From Oct 2009 - Oct 2010

Pune, India

Project : Volkswagen

Role : Senior Translator (German)

Role Description :

I was responsible for the translation of documents, support tickets and technical manuals from German to English and Vice versa.

Company : Siemens  
Duration : May 2007 –Apr 2009  
Mumbai, India

Projects :

- SAPPORO (Sap Process Redesign Optimization)
- Nokia Siemens Network /Siemens Home Communications
- OSD (Non –SAP Project)

Role : Team Member as 1st level Support

Role Description :

- First level support to answer calls and emails, logging them in ticketing system & assigning to respective workgroup for SAP projects in German language.
- Troubleshooting Applications and systems related to projects.
- Handle additional helpdesk responsibilities as required.
- Handling language translations/interpretations & trainings as and when required.
- Reporting, analyzing, reviewing metrics to find out root cause and corrective action plan and execution of the same.
- Keen focus on language accuracy and enhancement of language skills of the team.
- Ensure customer satisfaction, conducting CSS (Customer Satisfaction Survey).
- Provide information about new releases and updates in the products/services to the customers.
- Maintaining up-to-date database of solutions and providing relevant documentation to the customer for better understanding of the system.