# Summary

Translator from French and Spanish into English. Partially educated in France (Bacc. ‘A’, languages with Spanish and German). 30 years business experience in the domains of accounting, software development and management, in UK and France. 40 years of French and Spanish, literary, general and professional.

Since 2008 I have been based in France, working as Online Business Manager for Dell Computers, Montpellier, France, working particularly closely with the native-language French and Spanish sales teams. I have carried out bi-lingual, bi-country software implementation, training and end-user support, and I have provided translation and interpretation services many times within the confines of my business roles, including localization of a full accounting module.

# Specialist knowledge areas

* The eCommerce retail environment, with particular knowledge in Site Search and traffic analysis (SiteCatalyst)
* Software development, particularly support, data migration, requirements definition, user interface design and project management
* Computer hardware products, with particular knowledge in catalogue and product management
* Sales operations and CRM (Salesforce)
* Process improvement (Six Sigma, green belt trained), general business and financial administration
* Knowledge through personal interest: education and pedagogy; the French *fonctionnariat*; linguistics; literature and poetry; history of religion; music; gardening and organic vegetable gardening; food, nutrition and cooking; clothes and fashion; the home; carpentry and roof-framing; general DIY; dairy and equestrian farming; equitation and cats!

# Technical/product knowledge

UML, OO analysis, RUP and Rational products, use cases, requirements documentation, SQL, XML, data migration, databases, UNIX, SunSystems, Oracle, Adobe design suite

# Translation tools

SDL Trados Studio 2011, Wordfast, MS Office suite

# Education

MA in Information Design, Reading University, 2004

BCS Certificate in Systems Analysis and Design, 1989

Bacc ‘A’ 1977; ‘S’ level French, English; ‘A’ level French, English, Spanish 1979

# Contact details

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# Career Summary

## Jan 2008 – May 2012 Dell Computers, Montpellier, France

### EMEA Channel Online Business Manager

As OBM, I was responsible for driving online sales and quality of the offer at all levels (breadth and configurability of product offering, quality, correctness, timeliness of page content, pricing, process improvement, etc.) in the eCommerce environment. Particularly working with the native-language French, Spanish and Italian sales teams, based in Montpellier; and with supporting de-localized teams, particularly in Casablanca (French-speaking).

### 2006 – 2008 Sabbatical, joining family in France and restoring old property

## 2004 – 2006 Accurate Software Ltd (now Fiserv), Wokingham, Berkshire

### Manager, Analysis and Design, Accurate NXG financial risk management and workflow suite

Multi-lingual, multi-locale transaction reconciliation and workflow suite. Société Générale, based in Paris, was a major customer, requiring bi-lingual needs gathering and documentation.

## 2003 – 2004 MA in Information Design, Reading University

This course builds a base of knowledge, experience and skills for the reflective practice of design. You learn to observe, evaluate and analyse to support your creative practice. Projects cover a wide range of practical applications of information design, such as interaction design, wayshowing, complex typography, and editorial design.

## 1998 – 2003 Systems Union plc (now Infor), Farnborough, Hants

### Technologies Product Architect, SunSystems accounting and supply chain suite

Multi-lingual, multi-localebusiness product suite. Requirements management and functional design of core product improvements and new core modules. Program management of multiple project teams. Release and risk management. All deliveries on time and successful.

## 1997 – 1998 Thompson Thorn Missile Engineering, Basingstoke, Hants

### Oracle Financials bi-national implementation lead.

Implementing a bi-national system with shared process and chart of accounts; project progress communication, support and training in English and French.

## 1989 – 1997 Resolution Systems plc, Aldershot, Hants

### Client Services Manager

Managing team of 15 end-user and internal support operatives, bespoke and maintenance developers for an accounting, legal accounting and business administration suite. Beta localization of the accounting module from English into French.

## Pre 1989:

Nixdorf System Administrator; Sales/Purchase Ledger Control; Credit Control Management including bi-lingual telephone Credit Control (collection) for French customers.