**Curriculum Vitae**

***Personal information***

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|  |
| Name: Anna van Bussel  Email: anna\_v\_b@mail.com  Born: 21-01-1983 in Helmond, Netherlands  Nationality: Dutch | |  | | --- | |  | |

***What can I help you with!!***

* Project Management
* Generating great ideas
* Improving workflows & information management
* Translating & quality checking translations
* Content creation, both written & creatives

***Education***

1995-2001: VWO – Dr. Knippenbergcollege, Helmond

Degree: Yes

Science & technology + Management & organization + Latin

2001-2004: University degree – TUE, Eindhoven

Degree: No

Building engineering / Construction

***Knowledge of languages***

|  |  |  |  |
| --- | --- | --- | --- |
|  | Read | To write | speak |
| **Dutch** | Fluent | Fluent | Fluent |
| **English** | Fluent | Fluent | Fluent |
| **German**  **Papiamento**  **Spanish** | Good  Reasonable  Fluent | Reasonable  Basic  Good | Reasonable  Basic/Reasonable  Fluent |

***Automation knowledge***

Windows, MAC, Freshdesk, MS Office, MS Excel, Transcription software, Shopify, Monday management software

***Other training and courses***

07-2013 social hygiene Diploma

06-2014 MKB Diploma

2015 Sales training

2018 Management course

2020 Advanced Management Course

Content design Workshop

***Career***

1996-2004 **various jobs in hospitality and customer service**

Various restaurants/ Cafe / Store

2004-2006 **Information management Assistant/information manager**

Cehave Landbouwbelang, Veghel

Animal foods manufacturer

Implementation windows XP (roll out 500 machines), project planning, mediation between IT company and internal employees, first line IT support, for research implementation, application planning.

2006-2013 **household, and my husband's company support from home.**

2013 **PA / Personal Assistent**

JDG Management, Eindhoven

Business management

Personal Assistant to Director and Board, calendar keeping and/or plans, personal telephone operator, organizing operations, handling of orders, etc.

2015 **HP experience manager**

Sitel, Eindhoven

Teleperformance

IT technical service desk agent, HP products, B2C sales

2016-2017 **Team leader/Samsung help desk specialist**

Hanaro Europe BV

Samsung Support & Service

IT technical service desk agent, B2C & B2B, reorganization helpdesk, support in Dutch, English, and German, managing Support staff, administrative processing, handling return policy RMA process, Translating manuals, script, etc

2018-2019 **General Manager**

Prospec, Helmond

Sales of cleaning products

Leadership and managing various department managers,

Data processing, Marketing, sales, planning.

2019  **Translator / Audio control Dutch**

Multiple companies worldwide

Translator English- Dutch, checking audio recordings for correct Dutch, Spellcheck for Dutch texts.

2020-2021 **Freelance Head of production / Project manager**

Multiple companies worldwide

Managing international remote team, automizing workflows & designing workflow systems, Content creation written & creatives, Transcriptions, Translator English- Dutch, English- German, English Spanish checking audio recordings for correct Dutch, Spellcheck for Dutch texts.