

Curriculum Vitae

(updated April 2021)



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Nationality: British
Date of Birth: 21/08/1972

A handwritten signature in black ink that reads "K. Cracknell".

LANGUAGE PAIRS:

- FRENCH > ENGLISH (UK) – NATIVE SPEAKER
- FRENCH > ENGLISH (US) – PROFESSIONAL KNOWLEDGE

I set myself extremely high standards and always remain client-focused.

Education and Qualifications:

January 2006: Chartered Institute of Linguists, UK

- **Diploma in Translation (FR>EN) with a Distinction in Paper 3 – Science.**

January 2005-January 2006 – Online study with City University, London, UK.

- **Preparatory course for CIoL Diploma in Translation (FR>EN).**

July 1994: Exeter University, Devon, UK.

- BA Hons French and Russian (2.2).

July 1990: Callington School, Cornwall, UK.

- 'A' Levels (French, German & Economics).

Translation/Proofreading Work Experience

November 2006 to date, in Singapore and the UK:

- **Freelance translation and proofreading work** (French to UK and US English, proofreading/copy-editing in UK and US English) carried out for translation agencies, an education trust, small businesses and local authors. Texts have included:
 - **a major report on climate change** by a French government body;
 - **a report on water security in Senegal** for a development bank;
 - **large texts for French financial regulatory and supervisory bodies;**
 - **regular monthly translation of fund reports** for a large French insurance company;
 - **translation of press releases** for an education trust running IB schools in African countries;
 - **websites, press releases, news articles and magazine articles** on various subjects including sustainable development, waste management/recycling and the environment;
 - **contracts and shareholder agreements** relating to various industries including education, financial services, provision of sports services and IT/telecoms;
 - **translation of websites** for a Stockholm-based company marketing architectural designs, a French asset management company, and a leading Luxembourg bank (client specifically requested that I work on this key project);
 - **financial documents** including documents relating to compliance and regulation, company accounts, auditors' reports, thought leadership publications relating to the financial markets and the economy, fund reports and prospectuses, Board meeting minutes, internal company newsletters, documents relating to environmental and/or safety certification;
 - **user guides, project management guides, training manuals and sales propositions** relating to various industries including banking and finance, the environment, construction, telecommunications, water, energy and engineering;
 - **proofreading in English** of two books by different authors on the history of Singapore during and after WW2, as well as documents on various subjects including sports science, finance, and the environment;

- **proofreading in English** of a website for a 5-week health and nutrition online course;
- **evaluation of tests** carried out by translators bidding for work with an agency in Singapore.

Non-Translation Work Experience

February 2008-April 2008

- Providing cross-cultural training on the subject of business culture and etiquette in the UK, to Singapore nationals relocating to London. Training included business writing in UK English, email language, etc.

February 2003-February 2004: ITNET Ltd.

- IT Consultant with responsibility for working with Southwark Social Services to implement the CareFirst application across the Borough, including client training on the product, business process analysis and mapping, process change, scoping out software requirements and managing resistance to change within client departments.
- Customer Support trainer within ITNET carrying out occasional and ongoing customer service training for various teams within the company.

May 2001-September 2002: KPMG Consulting Ltd.

- Certified Siebel CRM Consultant with responsibility for working with KPMG Consulting clients to plan Siebel implementations, manage methods of working, analyse, map out and change (where necessary) business processes and scope out software requirements.

September 1994-May 2001: Reuters Ltd.

- 2000-2001 – CRM Project Analyst working as a member of an international team implementing Siebel CRM software for the Reuters front-line and second-line customer support groups globally.
- 1998-2000 – Customer Support Team Leader with responsibility for recruiting and managing a growing team of customer support analysts, reporting on query and quality statistics and managing shift hours for the team.
- 1996-1998 – Customer Support Analyst/Senior Analyst with responsibility for answering customer queries on financial and company data within strict deadlines, and reporting to senior management on customer queries and data quality statistics.
- 1994-1996 – Data Analyst with responsibility for sourcing, adding and maintaining financial and company data on Reuters proprietary databases, specialising in UK and Eastern European markets.

February 2004-October 2006: career break due to moving to India and starting a family.

September 2002-February 2003: career break for travel due to redundancy.

Interests and hobbies:

- Apart from spending time with my husband and two children, I enjoy running, yoga, walking my dogs, languages, music (I play the ukulele), travel, cooking, eating out and reading, when I have the time! I have a keen interest in health, nutrition and the environment, and I am passionate about teaching my children the value of eating healthily and taking steps to be "green" and save the planet.
- I finished the London Marathon in April 2003 and have since competed in several half-marathons, 10k races and triathlons.
- In Singapore I was involved with a charity that helps street children and young people in Cambodia, supporting young women with "crisis pregnancies" and providing a safe home, food, education and vocational qualifications. As a family, we sponsor a young child in Cambodia through a children's charity in Phnom Penh.
- In the UK I was a member of a volunteer reserve corps with whom I carried out volunteer work for the City of London Police, acted as a French language specialist (carrying out some translation work for corps projects), qualified as a first aider and passed a course in static-line parachuting in France with the French Parachute Regiment (gaining my French Wings).