

XIANGWEN SHEN

freelancer translator, technical translate, factory automation, english, korean, chinese

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Dear Ms/Mr,

My name is Xiangwen SHEN, I am learning French in France from last year until now.

My last job was in BALLUFF Korea as a Technical Support Manager (Korean, English, Chinese speaking). BALLUFF is a Germany company who is research and produce various sensors for factory automation industry. I worked at BALLUFF from 2016 to 2019, and I set up the technical department and wrote the department regulations in bilingual(KOR/ENG) to serve Korean customers and report to the German headquarters. Since Korean customers export equipment to various parts of the world, I must cooperate with various subsidiaries around the world and coordinate related technical projects. The common language was English, and I also use Chinese to work with the Chinese branch in Asia headquarters. Since the company had no marketing department in the first year of its creation, I created the company introduction brochure, planned the localization plan and schedule of the Korean website with the marketing department of the head office in Germany.

From year 2009 to 2016, I was working as a Senior Business Support Engineer (Korean, English, Chinese speaking) in PEPPERL+FUCHS(one of competitor of BALLUFF), Shanghai, China. During my stay in PEPPERL+FUCHS, i have TRANSLATED and MAINTAINED Korean website to help the customers to understand and approach us in better way, as well as company software LOCALIZATION in Korean and Chinese from English. product BROCHURE, CATALOG, FLYER, MANUAL translating regularly (ENG/KOR/CHN) help to fixed the customer's complaint, assist the sales organisation to improve the turn-over.

I also worked as Korean interpreter in HHI (Hyundai Heavy Industry) China for 5 years(2004~2009) in the department QC. I was responsible for translating all documents within the department bidirectionally between Korean and Chinese. I was also working as an interpreter when the director has visitors who speaks Chinese or English because my director speaks Korean only.

Thanks to my experience as technical support manager in last 15 years, I know well about AUTOMOBILE INDUSTRY, FOOD INDUSTRY, HEAVY-INDUSTRY EQUIPMENT, PACKING INDUSTRY, MH LOGISTICS INDUSTRY in terms of technical terminology as well as working process in three languages (CHINESE, KOREAN, ENGLISH).

Sincerely

Xiangwen

WORK EXPERIENCE

Technical Support Manager

BALLUFF Korea - Suwon

May 2016 to February 2019

Achievement:

I have established set up the technical department in Korean subsidiary to assist sales organisation. I have fixed customer's complaints to get further orders from them. Also found several internal problems of our products to improve the quality of the products. Have proposed and successfully applied RFID and IO-Link solution for both Renault and Tesla factories.

- Internal communication with HQ(Germany) and Asia technical Hub(Japan) on product, new technology and korean marketing
 - Workflow definition and update
 - Application consulting, after service, repair, technical support
 - defect products analyze, create cost estimates, create service report for internal tracking
 - project management and implementation and documentation
 - implementation of application test in-house and external
 - implement service visit to customers and create service reports on CRM
 - make service equipment/spare parts ready for dispatch
 - product and technical training for both in-house and external
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- know-how updating and share globally

senior business support engineer

Pepperl+Fuchs - Shanghai

July 2009 to February 2016

achievement:

help to fixed the customer's complaint, assist the sales organisation to improve the turn-over. finished the creation and maintenance of Korean website to help the customers to understand and approach us in better way.

- coordinate, facilitate and verify different departments as well as project
- technical issue analysis on the field
- develop product strategy in Korean market
- develop korean marketing key industry & customers
- prepare product launches and training to business partners & sales
- collect successful stories to guide sales action
- coordinate with sales, achieve sales target under the strategy
- communicate with clients, feedback the requirement of clients to HQ
- attend the commercial exhibition as a technical
- translate and maintain Korean website
- prepare and translate all the marketing / promotional materials for Korean office
- manage Korean certification application on relative products
- other job assigned

Korean Interpreter

HHI (Hyundai Heavy Industry) - Changzhou

June 2004 to March 2009

- documents translating in QC department (korean to chinese)
- coordinate & keep translated documents
- interview & reception translating (korean, chinese and english)
- support product quality inspecting

- support outsourcing work as Korean interpreter
 - company inner Korean trainer
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Material Management

King Long United Automotive Industry - Suzhou

January 2003 to June 2004

- material information feedback & check on PDM system
- material outbound check & inbound code check & stock inquiry
- production plan inquiry & to know manufacture situation
- material code query check
- establish lots requisition templet
- interpret (korean to chinese) for commerce department in part time

EDUCATION

Associate in CNC(Computer Numerical Control)

Changchun Automobile Industry Institute - Changchun

September 2000 to July 2003

Associate

SKILLS

- **Microsoft Office (10+ years)**
- **plc (10+ years)**
- **rfid (10+ years)**
- **IO-Link (4 years)**
- **IoT (Internet of Things) (3 years)**