

Lorna BERTAUD

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Born on 03/12/1974 in Casablanca (Morocco)
Married, one child
French nationality, English mother



JOB EXPERIENCE

Since July 2004:

Freelance translator

English <> French translation of all kinds of documents:

- Software and software user guides, training manuals (MS Office, Web monitoring, security, e-mail systems...)
- Technical specifications of computer hardware
- Instruction leaflets for various devices
- In-house newsletters, policies and procedures
- Legal documents (trade agreements, contracts, terms and conditions, insurance policies, licence agreements...)
- Marketing brochures and presentations
- International communication documents
- Literary translation (publishing)
- Internet websites (IT, travel, e-commerce...)
- Film subtitles....

Working with translation agencies (such as Anthea Languages, Eqho Communications, Alias Traductions...) as well as with companies specialized in car rental, Web designing, software development and publishing houses (references available on request)

From 2001 to June 2004:

Helpdesk / Procedures Manager - Hertz France Head Office

- Managed a team of 8 people.
- Worked with the European Head Office in Dublin and the World Head Office in Oklahoma City to resolve problems met with the globalized Hertz applications and to request, test and implement new developments within these applications.
- Translated and implemented Worldwide and European internal procedures and created French internal procedures.
- Translated official documents (in French or in English) for various departments (business agreements, marketing brochures, insurance documents, software user guides, etc).

From 1997 to 2001:

Helpdesk representative - Hertz France Head Office

- Took incoming calls and provided assistance to rental locations and Head Office users.
- Worked with our American Helpdesk (Oklahoma City) and our European Helpdesk (Dublin) on all application and network problems that could not be resolved locally.
- Translated Worldwide and European internal procedures and wrote French procedures.
- Translated various in-house documents.

From 1995 to 1997:

Reservation agent - Hertz France International Reservation Centre - Hertz France Head Office

- Took calls from individual customers, companies and travel agents to book reservations in France and abroad.
- Was in charge of the "Ambassador Briefing System": acted as spokeswoman for the French reservation centre to the other Hertz reservation centres in Europe.
- Trained new reservation agents.

QUALIFICATIONS

- Studies:**
- Certificate in business translation/interpretation Grade B from the University of London via the British Institute in Paris (1996)
 - French equivalent of a Master's Degree in English Literature, Language, Cultures and Civilisations from the University of Versailles-St Quentin (1996)
 - Certificate in Business English from the Franco-British Chamber of Commerce in Paris Grade A (1995)
 - Cambridge Certificate of Proficiency in English Grade A (1994)

Languages: French - fluent (French father), lives in France
English - fluent (English mother), numerous stays in England, Scotland, Ireland, the USA
Spanish - school standards

Computer knowledge: Word – Excel – PowerPoint – FrontPage – Adobe Acrobat – TRADOS 7 – SDLX 2005 Lite

HOBBIES

Travelling (Europe, USA, Polynesia, Morocco, Reunion) – Computer games (adventure games)