

## Lorna BERTAUD

Address: 10 rue des grillons - 17170 ST JEAN DE LIVERSAY - FRANCE

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

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### JOB EXPERIENCE

Since July 2004: **Freelance translator (registered under SIRET# 47783114300037)**

English > French translation of all kinds of content:

- Software and software user guides, training manuals (MS Office, Web monitoring, security, e-mail systems...)
- Technical specifications of computer hardware (desktops and laptops, servers, storage, printers, monitors, video projectors...)
- Spyware alerts
- E-learning courses
- Websites (computer hardware & software, travel, e-commerce, coaching, science projects for children...)
- Instruction leaflets for various appliances
- In-house newsletters, policies and procedures, employee appraisals, job descriptions...
- Legal documents (trade agreements, contracts, insurance policies, terms of use, licence agreements...)
- Material Safety Data Sheets
- Marketing brochures and presentations...

Working with several translation agencies as well as with companies specialized in car rental, Web design, software development, computer security and with publishing houses

2001 – 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 internal Worldwide and European procedures and created internal French procedures
- Translated official documents (in French or in English) for various departments (business agreements, marketing brochures, insurance documents, software user guides, etc.)

1997 – 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

1995 – 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:**
- French equivalent of a Master's Degree in English Literature, Language, Cultures and Civilizations from the University of Versailles-St Quentin, Grade A pass (1996)
  - Certificate in French and English Translation from the Universities of London and Paris via the British Institute in Paris, with Merit (1996)
  - Diploma in Business English from the Franco-British Chamber of Commerce, with Distinction (1995)
  - Cambridge Certificate of Proficiency in English, Grade A pass (1993)

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

**Computer Tools:** SDL Trados Studio 2011 & 2014 – SDL Trados 2007 Suite – Multiterm 2007/2011/2014 – SDLX 2007 – Idiom WorldServer – Passolo Translator 2011 – Word – Excel – PowerPoint – Adobe Acrobat Reader...

### HOBBIES

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