Aiden Martin

E-mail: aidenjmartin@gmail.com   Mobile: +44 7746258319

PROFILE

Self-motivated and professional Modern Foreign Languages Graduate with experience in client service delivery, corporate social compliance, technical support, education, and hospitality. References available.

PROFESSIONAL EXPERIENCE

March 2022 - July 2022:

Multilingual Client Delivery Executive - *NQC Supplier Assurance* - Manchester

Responsibilities: Daily operations to provide contractually agreed SaaS B2B services to OEM customers in the automotive industry. Customers include household names in the automotive sector. Client and internal liaison to ensure delivery of service and positive customer service experience. Data analysis, internal and external communication. Customer onboarding, training and platform demonstrations. Creation and strategy management of customer campaigns and processing high priority requests. Response to customer queries and standardisation of processes. Investigation and solution of technical issues. Preparation of daily, weekly and quarterly MI reports. Internal liaison through Jira to tackle platform errors and establish workarounds and processes.

May 2019 – March 2020 / August 2020 – March 2022:

International support representative / Compliance Analyst - *NQC Supplier Assurance* - Manchester

Responsibilities: validation of corporate documents; administrative tasks; Live-Chat and telephone support; cold calling on behalf of OEMs; translation of self-assessment questionnaires in preparation for global launch; delegation of tasks; participation in platform improvement processes from linguistic perspective as well as employee experience; training of new starters; data presentation and manipulation. All daily support, document validation, and ad hoc tasks performed in English, German, French, Spanish, Brazilian Portuguese.

September 2015 - October 2017 / August 2018 - May 2020:

Barman/ waiter (part-time) at *The Molly House* - Manchester

Responsibilities: Cocktails, tea and coffee, serving food and beverages, customer service, inventory management, etc.

February - May 2018:

English Language Assistant under the British Council in Vienna, Austria. Auxiliary position as a native English speaker at two schools in the 19th District: *Neulandschule* and *Billrothstrasse 73*.

Responsibilities: Organisation and preparation of classes with the aim of enriching the cultural knowledge of children from 10 to 18 years old. Role as substitute teacher on a number of occasions. Exam preparation for students taking Matura examinations in English.

Aiden Martin

E-mail: aidenjmartin@gmail.com   Mobile: +44 7746258319

EDUCATION

2015-2019: University of Manchester: BA (Hons) in German with French. Qualification: Second class, first division (2:1). Particular distinction in German - English translation and vice versa.

June - August 2018: Language school 'LangueOnze' in Toulouse, France.

October 2017 - February 2018: Exchange student at the University of Innsbruck, Austria under the Erasmus program

2014 – 2015: Nottingham Trent University. Qualification: Certificate of Higher Education in German and European Studies

2012 – 2014: Sir John Deane's Sixth Form College. Qualifications: A Levels in German, Psychology, Environmental Studies

2007 – 2012: Holmes Chapel Comprehensive School. GCSEs in English Language, English Literature, German, ICT, Biology, Chemistry, Physics, Science, Geography, Drama, Mathematics, Art & Design

LANGUAGES AND COMPETENCES

German - C2 (according to CEFR)

French C2

Spanish C1

Portuguese - B2

IT: Word processing, data presentation, Microsoft Office Suite, Google Office, Excel, GDPR awareness, knowledge of Jira platform, report preparation

Organisation, delegation, time management, interpersonal skills, telephone and E-mail communication, problem solving, customer service, leadership, adaptability, collaboration, research skills, writing and proofreading (in multiple languages), patience, motivation.

REFERENCES

Human Resources Department of NQC:

hr.team@nqc.com

Client Delivery Team Leader