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Anja Buckle

Objective

To obtain a position as Airline Customer Service Agent.

Experience

IXL LEARNING

March 2006 – May 2017 *Online Book Developer / Content Production Specialist* San Mateo, CA

- Create eBook content for foreign language courses.
- Create skills for Social Studies and Science courses.
- Localize skills for English speaking locales outside of the United States.
- Translate emails for Customer Service department (German, French and Spanish).

CREATION BIJOUX

May 2000 – July 2007 *Business Owner* Oakland, CA

- Create one-of-a-kind jewelry.
- Organize sales events.
- Handle sales and customer service in person, via phone and through website.
- Manage all aspects of business operations.

MAGIN SOFTWARE

August 2001 – February 2006 *Technical Writer / Software Tester / Web-Designer / Translator* San Francisco, CA

- Quality assurance and usability testing of product. Test extensively, find problems and report in detail.
- Create and administer company's website.
- Write documentation for product in English.
- Translate documentation of product from English to German and French.
- Translate software interface from English to German and French.

ROUGHLY SPEAKING

February 2004 *Translator* Berkeley, CA

- Translate travel language guide from English to German.
- Write grammar and vocabulary in German and reorganize layout.

BIOVIVA

August 1997 – November 1997 *Translator / Proof-Reader* Nice, France

- Translate and proofread educational game, from French to German.

Education

UNIVERSITY OF BREMEN, GERMANY

April 2000

Master of Art (MA):

Bremen, Germany

American Studies / Romance Languages

Coursework included: Linguistics; American, French, and Spanish Literatures, History and Culture.

Relevant Accomplishments

COURSES AND PRACTICE IN TARGET LANGUAGES AND CULTURES

October 1995 – February 1999 Worked in numerous cafés and restaurants as a waitress (Germany, Switzerland, and France).

May 1994 – March 1999 Lived and studied in Nice, France.

March 1994 – May 1994 Intensive Course in French - 8 weeks in Nice, France. Completed with "Diplôme D'Etudes en Langue Française, 1er degré (D.E.L.F.)".

July 1992 Student Travel Guide - 2 weeks in Cornwell, England. Organized student classes, activities, and relationship with English host families.

March 1992 Intensive Course in Spanish - 3 weeks in Granada, Spain.

Skills

LANGUAGES

- German: native language
- English: fluent
- French: fluent
- Spanish: elementary

COMPUTER

- Word processing & spreadsheets: MS Office, LibreOffice, OpenOffice.
- Internet: Google Drive, Google Chrome, Firefox, Internet Explorer, Opera.
- HTML & CSS: Adobe Dreamweaver, Adobe Pagemaker.
- Image processing: Adobe Photoshop, Paint Shop Pro.