



PERSONAL DETAILS

Surname : Reinders
 Name: : Reon
 Gender : Male
 Date of Birth : 24-12-1974
 Place of Birth : Tegelen
 the Netherlands
 Nationality : Dutch



CONTACT DETAILS



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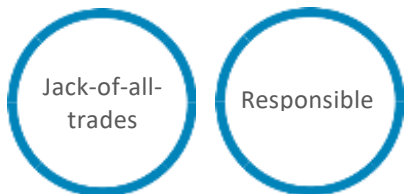


WHY ME?

Experienced freelancer with over 13 years in remote customer service, translation, and QA testing. Proven ability to manage multiple roles, ensuring accuracy, efficiency, and client satisfaction.



COMPETENCES & SKILLS



Communicative
 Stress resilient
 Motivated
 Flexible
 Accurate
 Analytic
 Team player
 Outgoing
 Hands on Mentality
 Accurate
 Organised
 Multitasker
 Independent
 Result Oriented
 Integrity
 Action Planning
 Eager to Learn
 Versatile



WORK EXPERIENCE - FREELANCER

June 2012 - Present

FREELANCE ROLES

FREELANCE EXPERIENCE

- **Remote Customer Support & Administration**
 - **Customer Service Agent** – Provided high-quality remote support via email, chat, and ticketing systems, ensuring fast issue resolution and customer satisfaction.
 - **Administrative Support** – Managed data entry, reporting, and project coordination for various clients, ensuring efficiency and accuracy.
- **Translation & Content Localization**
 - **English-Dutch Translator** – Translated diverse content, ensuring linguistic accuracy and cultural adaptation.
 - **Post-Editing & Proofreading** – Refined (machine-) translated content for clarity and fluency while maintaining grammatical precision.
 - **Localization Tester & Test Lead (L10n/i18n)** – Verified and optimized translations for software, applications, and digital platforms, ensuring high-quality localization.
- **Digital Content & QA Testing**
 - **Website & Software QA Tester** – Conducted detailed testing to identify bugs, improve functionality, and enhance user experience.
 - **Website Content Manager** – Updated and managed digital content to ensure brand consistency and engagement.
- **AI & Media Projects**
 - **AI Annotation** – Labeled and annotated datasets to support machine learning development.
 - **Transcription** – Converted audio and video content into precise written format.
 - **Voice-over Specialist** – Provided high-quality Dutch voice recordings for narration, advertisements, and digital media.

■ **TRANSLATIONS ENGLISH TO DUTCH** (Words translated are approximate numbers)

- **Technology & Software** – 520,000+ words (Gaming, apps, software: 350,000+ | IT: 170,000+)
- **Business & Finance** – 250,000+ words (Administrative: 100,000+ | Commercial: 70,000+ | Financial: 25,000+ | Marketing: 25,000+ | General: 90,000+)
- **Specialized Fields** – 140,000+ words (Automotive: 70,000+ | Science: 40,000+ | Tourism: 50,000+)
- **Cultural & Educational** – 25,000+ words (Culture & History: 25,000+)
- **Website & Digital Content** – 1,000,000+ words (Various website translations)



IT SKILLS

MS Office	● ● ● ●
Photoshop	● ● ● ●
Adobe Audition	● ● ● ●
Adobe Premiere	● ● ● ●
SDL Trados 2022	● ● ● ●
IT Affinity	● ● ● ●



LANGUAGES

Dutch	● ● ● ●
English	● ● ● ●
German	● ● ● ●
French	● ● ● ●



HOBBIES

Computers, gaming, reading books, cycling, running, watching sports, travelling



REFERENCES

On Request

May 2015 – Nov 2024

● **TRANSLATOR & CUSTOMER SERVICE REPRESENTATIVE AT GRACALL S.R.O IN PRAGUE (CZECH REPUBLIC)**

Specialized in Contact Center & Back Office Support for diverse market sectors.

- **In-House English-Dutch Translator** – Translated newsletters, managed website content, and localized documents.
- **Customer Service Representative** – Provided multilingual support (Dutch, German, English) via phone, email, and chat, ensuring high customer satisfaction.
- **Back Office Support** – Handled administrative tasks to



WORK EXPERIENCE - OTHER

Jan. 2002 – June 2012

● **Overview**

- Cultural-educational project manager (Artamuse, the Netherlands)
- Head of Automation (Artamuse, the Netherlands)
- Facility Manager (Artamuse, the Netherlands)
- Office Manager (Artamuse, the Netherlands)