



Kapil Chawala

Experience

March 2020 – Till Date

Working as Freelance English - German and German English Translator.

Responsibilities:

- Perform various translation duties from English to German, including written texts and localization.
- Translate text projects, including legal documents, website content, news articles, and corporate reports.
- Uphold strict confidentiality policy when translating personal and diplomatic materials.

August 2019 – November 2019

Fincrim Analyst • German Process • Revolut, Krakow (Poland)

Responsibilities:

- Provide KYC/CDD analysis of individual customers
- Undertake research, documents checks, and financial crime risk assessment
- Perform screening, detect and report suspicious activity
- Ensure all documents submitted for CDD are in line with internal policies

April 2019–June 2019

Manager • German Process • Iksula Services

Responsibilities:

- Conduct training and German Language Sessions. Project Management
- Data Management and validation
- Team Management and conflict resolution within the team Employee motivation, Coaching, and Feedback.
- Process Improvement

Jan 2018 – November 2018

Assistant Manager • Concentrix Daksh Services India Ltd.

Responsibilities:

- Effective performance planning for self and team and time management and self-organization
- Planning & Prioritization
- Data Collection & Analysis Coaching
- Customer/Client interaction
- Handled escalations for the team



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March 2015–Jan 2018

Team Leader • New Heights Financial Planners Pvt Ltd.

Responsibilities:

- Examined and verified the accuracy of work and authorize.
- Established work schedules and procedures and coordinated activities with other work units or departments.
- Resolved work-related problems and prepared and submitted progress and other reports.
- Identified training needs and trained workers in job duties and company policies
- Requisition supplies and materials.
- Ensured smooth operation of computer systems and equipment and arrange for maintenance and repair work.
- Trained new hires about the Loan Products.
- Regular quality check of outbound calls and provide feedback to concern Person/Team.

Jan 2014–Feb 2015

Financial Analyst • Amazon India Development Centre Pvt Ltd.

Responsibilities:

- German Language Expert worked in Accounts Payable, Global Financial Operations.
- Responsible for processing German Vendor Invoices, grants, and contract payments.
- Requested open items like Invoices, POD, and Credits.
- Brought their accounts up-to-date to make sure they are timely settled with no amount leG outstanding.
- Addressed German vendor queries via case management and help with an erroneous transaction made.
- Analyze and resolved AP complaints/queries and coordinated the same with various internal departments.
- Used to take European (German) vendor calls when required to resolve the issue at the earliest.
- Worked as per SLA's designed by the company, to meet the Targets and responsibilities.

Jan 2010–Dec 2013

- Worked as Freelancer and handled many projects related to the German language
- Trained many school students and Professionals about the German Language
- Handling promotional and recordkeeping activities
Responsible for determining student strengths and weaknesses
- Answering student inquiries

Summary

Freelance English – German and German – English Translator with more than 10 years of experience (6 months abroad) and more than 3 years of handling a team of 30-60 FTEs. Experience in Operations, Compliance, and Quality (Process improvement) and worked with one of the largest e-commerce company Amazon for 1 year and also worked for almost 3 years in New Heights where started as an Analyst and got promoted to Team Leader. Being bilingual, I got some very good opportunities in my career where I was able to recognize my skills. My colleagues always call me "perfectionist" and "quality-obsessed" as I always try to do my job with perfection and I always look for opportunities where I can improve the quality of my work.

Education

Professional:

- 4 years (C2) Certificate in the German language from Max Mueller Bhawan, Delhi (2009)
- Diploma in Business German from Max Mueller Bhawan, Delhi (2009).

Bachelors of Education

- B.Ed from Maharshi Dayanand University Rohtak (Haryana) 2012

Bachelors of Arts

- Graduation from Delhi University (2010)

Academic:

- Standard 10th from **C.B.S.E (2002)**
- Standard 12th from **C.B.S.E (2004)**

Computer Education:

- Good command over MicrosoG Office and internet.

Strengths

- Leadership
- Dynamic Team Member
- Sense of Responsibility
- Creative and Resourceful
- Good Communication Skills

Language Proficiency

German: Expert (C2 Certified)

English: Proficient (C1 Certified)

Hindi: Native

Punjabi: Native

French: Beginner (A2 Certified)