

CURRICULUM VITAE – CHRISTINE CAILLAUD

Personal Information:

Birth: (MI) Italy
Citizenship: Italian

Address: I-10090 Buttigliera Alta (TO) Italy

Fax: +38-02 700 566 373
Email: ccaillaud@web.de
Website: www.english2italian.eu

Languages:

Italian: mother tongue

English: excellent; multi-year experience in translating English to Italian and Italian to English; Diploma in English Studies obtained at the Dublin Language Center (Ireland)

German: excellent, acquired during extended (> 5 year) work and residency periods in Germany, multi-year experience in translating German to Italian and Italian to German; Zentrale Mittelstufenprüfung at the Goethe Institut in Göttingen (Germany),

Spanish: good

Translation Highlights:

Given the operational experience acquired in German and Italian companies in the automotive and supply sectors, I have specialized in translation for the following areas, combining professional capabilities developed on the job with a knowledge of the specific terminology acquired while translating texts, documentation, manuals, requirements, and norms, with direct feedback from the client.

- Design and development of stamping tools, assembly, and cold metal stamping; technical requirements, method plans, DIN norms in the automotive and metalworking sector
- Norms, requirements, user manuals, EDI screens, commercial EDI software for accounting, logistics, and technical drawing (CATIA; CAD)
- Purchasing conditions and contracts, commercial requirements, RFQ, offers, open orders, and supply requirements
- Specifications, quality manuals, European and sector norms

Education:

Laurea in Political Science (University degree, October 1997)

Università degli Studi di Pavia (Pavia, Italy)

Thesis related to business organization: „Lean Thinking e impresa che respira. Il caso Volkswagen“ (*Lean Thinking and the breathing enterprise: The Volkswagen Case*)

Final grade: 110/110

University Diploma in Public Relations (April 1993)

Istituto Universitario di Lingue Moderne, Scuola di Relazione Pubbliche (Milan, Italy)

Thesis related to the sociology of communication “Due Modelli di Prevenzione del Disagio Giovanile: La risposta della Scuola Secondaria italiana e statunitense” (*Two Models of Prevention of Juvenile Problems: the Response of Italian and U.S. Schools*)

Final grade: 70/70 cum laudem

Diploma Liceo Linguistico (Language High School, July 1989)

Civico Liceo Linguistico Alessandro Manzoni (Milan, Italy)

Final grade: 50/60

Work Experience:

- 09.07-today Christine Caillaud Ditta Individuale (Buttigliera Alta, TO, Italy)
Language entrepreneur and consultant
- Startup and management of bureau for linguistic intermediation (translation, negotiation interpretation, commercial correspondence)
 - Translations in the field of supply chain management, patents in the field of automotive seating, translations of business software and corresponding manuals for a major truck OEM, and translation of correspondence, emails, etc.
 - Commercial consultancy for export and localization
- 09.01-05.07 Scanferla Bruno srl (Avigliana, TO, Italy and Neufahrn bei Freising, Germany)
Commercial Director
- **Sales and Account Management:**
 - Increase of sales volume of over 100% from 2001 to 2005 through the acquisition of additional projects and clients.
 - Negotiated various long-term agreements, supply agreements, and change requests (AEKOs)
 - Organized the company's presence and personally participated in various trade fairs, forums, and various other communications and commercial events outside of Italy
 - Drove and assisted the implementation of customer requirements and requests within the company
 - Managed and supported the managing director in situations of high urgency and delivery delay for major clients
 - **Project Management**
 - Coordinated the launch and implementation of new projects for customers. Was the sole contact and responsible for customer relationships across all functions and issues with particular emphasis on meeting timing, managing costs, managing changes (in agreement with engineering and purchasing for new tools, prelaunch logistics, sample timing, first deliveries, PPAP, audits, etc.).
 - Main projects for the Volkswagen Group were: PQ35 (Audi, VW, Seat, Skoda); Passat; and MQ350 and MQ500 gearboxes
 - **Language support**
 - Interpreting at all key company occasions and telephone conferences in which customers were involved
 - Translated and prepared technical and commercial documentation
 - Translated and interpreted all written and verbal communication that the various departments had with German and English speaking customers, for example related to audits, control visits, and technical and launch preparation meetings.
- 09.00-12.01 Scanferla Ditta Individuale (Avigliana, TO, Italy)
Sales Employee
- Specialized employee responsible for logistics and as designated single contact for international customers
 - Expanded and improved the logistics function; implemented new logistics concepts and tools: EDI for customer schedules and ASN's; consignment stock; management of containers with bar code;
 - management of critical launch situations particularly for the Volkswagen Group (coordinated delivery and quality issues among the various VW Group brands and the company's subsuppliers)
 - Translated documents, norms, specifications, etc. from the Volkswagen group, Bosch, etc. from German and English to Italian and prepared customer-required support documentation in German and English. Interpreted meetings with German and English-speaking customers.

- 11.99-03.00 Rotfil s.r.l. (Pianezza TO, Italy)
Export Office (ad interim)
- Managed the commercial relationship with major foreign clients
 - Prepared offers to customers
 - Managed orders and scheduling
 - Organized delivery logistics for foreign orders
 - Prepared shipping documentation and billing
- 12.97-06.98 Fiat Automobil AG (Frankfurt am Main, Germany)
Dealer management
- Coordinated launch activities in Germany for the Fiat Auto Marketing Institute Deutschland (FAMID), a project aimed at improving dealer staff, managed between Marketing and Human Resources.
 - Preparation of the establishment of FAMID as a separate legal entity.
- 02.95-09.95 Kunden Club GmbH (Braunschweig, Germany)
Trade Marketing / Trade Communication Department
- Prepared advertising agency briefings for the Direct Marketing and P.O.S. communication strategy.
 - Designed and implemented a database that tracks project information relative to the dealerships.
 - Creation of image and representation strategy for small trade fairs.
 - Organization and participation in trade fairs, training of local sales forces.
 - Performed benchmarking activities comparing club activities of other car makers.
- 04.94-09.94 Volkswagen AG (Wolfsburg, Germany)
International Advertising and Promotion Department
- Prepared an internal study on the communication strategies used by the various importers of the Volkswagen Group worldwide.
 - Created and edited a newsletter for importers.
 - Verified and corrected product catalogs for the foreign markets.
- 09.93-12.93 Volkswagen AG (Wolfsburg, Germany)
Public Relations Department / Corporate Image and Sponsoring
- Collaborated in the organization and implementation of an internal sporting event as part of internal public relations.
 - Collaborated in the public relations project „Michael Schanze“ which promotes traffic safety.
 - Collaborated in Volkswagen's Lillehammer 1993 Olympic activities.
 - Prepared and carried out the photo sessions for a public relations and advertising project using testimonials from VW employees who were Olympic athletes.

Other experience and qualifications:

- Good knowledge of standard Windows software: Word, Excel and Powerpoint, regular use of Internet and email, some knowledge of logistics and sales ERP applications, EDI, Web-EDI.
- Participated as team member in a KVP² workshop (continuous improvement process) at Volkswagen.