

# Sarah-Judith Süß

Nolenstraat 144-3  
Amsterdam, Netherlands  
sarah\_sus@yahoo.de  
+15772487370

## EDUCATION

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<b>University Duisburg-Essen, Essen, Germany</b> Social Work, Bachelor of Arts Bachelor thesis in crisis intervention in pregnancy conflict counseling	2012- 2015
<b>Vocational College for Business and Administration, Ahaus, Germany</b> Training School for legal and notary's assistants	2011-2012
<b>Werner-von-Siemens-Gymnasium, Gronau, Germany</b> High School Diploma with a focus in science	2009-2011

## PROFESSIONAL EXPERIENCE

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<b>CS Partner Specialist-</b> Booking.com, Amsterdam First point of contact for Booking.com's accommodation partners by phone and email; Resolving basic questions and queries, such as modifications to rooms, -Rates, -and availability, extranet tooling.	05/2017-present
<b>Customer Service Agent-</b> Cloudagent, Work from home position Customer Service Agent, answering phone calls and incoming messages in German in a timely manner and escalate problems in English for Second Line Help-desk	01/2017-03/ 2017
<b>Kids Club Employee-</b> Starfish Village/Kimpton, Grand Cayman, Cayman Islands Planning and organizing a kid's holiday program	10/2016- 04/2017
<b>Volunteer-</b> Caritas, Family support service, Ahaus, Germany Leisure facilities, holiday care, overnight stay care and nursing of mentally and physically disabled children	07/2016-09/ 2016
<b>German teacher-</b> Grand Cayman, Cayman Islands Teaching German grammar, speaking and listening	10/2015- 03/2017
<b>Au-Pair-</b> Grand Cayman, Cayman Islands Childcare, daily routine organization and homework support	10/ 2015- 06/2016
<b>Volunteer-</b> Caritas, Family support service, Ahaus, Germany Leisure facilities, holiday care, overnight stay care and nursing of mentally and physically disabled children	11/2014- 08/2015
<b>Agent-</b> "Söbbeke" organic-dairy, Gronau-Epe, Germany Distribution and sales of organic-dairy products	01/2012- 07/2015
<b>Volunteer-</b> "Sonflora" Child Project, Poneloya, Nicaragua Psychological support of sexually abused and experienced violence children, homework assistance and daily care	08/2014-11/2014

<b>Integration Helper-</b> Integrationsmodell EV, Essen, Germany Nursing, supportive and integrative work of mentally and physically disabled adults	02/2014-07/2014
<b>Intern-</b> “Wittekindshof”, Sheltered Workshop, Gronau, Germany Psychological support, employment assistance, easy care and project work	03/2013-04/ 2013
<b>Intern-</b> “St-Antonius Hospital”, Retirement home, Gronau, Germany Care, everyday assistance and psychological support	10/ 2012
<b>Volunteer-</b> “Turtle Project”, Samará, Costa Rica Beach clean, environmental work and protection of sea turtles	08/2012-09/ 2012
<b>Intern-</b> “Zum Regenbogenland”, Preschool, Gronau, Germany Care and early child education	03/2012-07/ 2012
<b>Trainee-</b> “Bierschenk, Hagemann und Kollegen” Law firm, Gronau, Germany Career Training for legal and notary’s assistants	08/2011-01/ 2012

## **SKILLS**

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**Language:** Fluent in German and English, conversational Spanish.

**Computer:** Comfortable with Word, Excel, Power Point, HTML, CSS, Bootstrap, Responsive Design

**Driver license:** Class B driver’s license, Cayman Islands driver’s license

**Other:** Certificate for intercultural competence, introduction to systemic consultancy, further training in crisis intervention, Infant/ Child first Aid CPR certification,

## **ACTIVITIES**

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Swimming, paddle boarding, yoga, kick-boxing, traveling, running, meditation