



Alexander Lindhardt-Meller

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SUMMARY

I'm currently studying to become a Multimedia designer, while working part time as a translator, having translated over 200.000 words from Danish to English, and English to Danish.

Notable clients include: Fox, Kellogg's, Blizzard Entertainment, British Airways, DC, Amazon, PlayStation, Skype.

DTP TRANSLATIONS:

CATEGORY: INDUSTRIAL

LANGUAGE: EN - DA

WORD COUNT: 30.000

DESCRIPTION: LIFTING CRANE INSTRUCTIONS BOOKLET

TIME TRANSLATIONS:

CATEGORY: SUBTITLES

LANGUAGE: EN - DA

WORD COUNT: 80.000

DESCRIPTION: TV MOVIE SUBTITLES, AFTER THE STORM

TRANSLATION GATE LLC:

CATEGORY: INDUSTRIAL

LANGUAGE: DA - EN

WORD COUNT: 100.000

DESCRIPTION: HEAVY MACHINERY MANUAL

WORK EXPERIENCE

Hewlett Packard

**March 5th 2012 — December 1st
2013**

Technical Support Analyst - Remote desktop Manager and Backup coach

I started out working as a first level technical support for a danish company where i provided first line support for end users. My duties were to provide support over the phone and e-mail.

Then i became a RDM (Remote desktop Manager) my duties was to take care of the difficult cases - and take care of request's in Active directory, like creating users in Active directory and give them access to specific folders and general AD activities, which also includes microsoft exchange request's like creating mailgroups, mailbox's and distribution groups / list's.

While doing the above, i also functioned as a backup coach - where i helped out the other agents on the desk, and work together with the coach to work out specific cases.

Hewlett Packard

September 19th 2011 — March

Customer Care Representative / Dispatch - 24/7 day and night shifts

As a 24/7 agent, I functioned as CSR and dispatch agent out of business hours (this includes weekends and nights), within business hours, it was my main responsibility to monitor the top paying customers in Denmark, who has a special contract (critical service). Within this role I am primarily using Citrix (GCSS and Click) GCSS is for the monitoring and managing of the cases on servers and other products that are contracted within HP. Click is for engineering scheduling.

QUALIFICATIONS / MISCELLANEOUS

I enjoy creating small things that makes the job a little easier for everyone, like an excel "cheatsheet" with hyperlinks to emails - to minimize double work.

i've also created a 10 step call process guide for new agents i have trained over the last few months.

COMPUTER SKILLS

- Windows vista, xp, 7 ,8
- Outlook
- Active Directory
- Microsoft exchange
- HTML5
- CSS
- Javascript
- Photoshop
- Indesign
- Premiere Pro
- Illustrator
- Adobe XD

EDUCATION

Multimedia Design

KEA

September 2018 — June 2020

HF

VUC SYD: Haderslev

January 2015 — Summer 2018

Chef school

Erhvervsskolen Nordsjælland

January 2010 — September 2010

High school + 10th grade

Møllegaards Skolen

September 1997 — September 2007

REFERENCES

References can be provided if necessary