



NURUL AENI

FREELANCE TRANSLATOR • CIMAHI, 40526, INDONESIA ☎ +6281321340034

◦ DETAILS ◦

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◦ LINKS ◦

[Linkedin](#)

◦ SKILLS ◦

Administrative support
Translation
Customer service
Microsoft Office
Microsoft Excel
Microsoft Outlook
Microsoft Power Point
Proofreading & Editing
Content research
Google Sheets
Calendar Management

• SUMMARY

Experienced translator (Bahasa Indonesia - English, vice versa) and self-motivated freelancer with seven+ years of industry experience. Knowledgeable in various subjects, and highly resourceful. My field of expertise include:

- Patent & Industrial Design, Trademark, Engineering (machinery, etc), Legal Documents, Medical, Finance, Localization, Transcription, and General translation

Let me get your message across!

• EMPLOYMENT HISTORY

Procurement & Finance Admin at Ninja Xpress, Jakarta

April 2019 — March 2021

I worked under Ninja Direct, a new business unit specializing in commerce and cross border shipping

- Responsible for making and monitoring payment to Ninja Direct local vendors.
- Liaised with the vendors to confirm orders from customers, such as availability of goods, terms of payment, pickup of goods to the warehouse, and made sure required documents are complete for the process.
- Weekly report and update of Ninja Direct petty cash record and collection plan to financial manager.
- Coordinated with finance core for petty cash distribution and top up for Ninja Direct account.
- Managed the Muslim Wear and Beauty brand catalogs to be displayed on the Ninja Direct website.
- Served as contact point for PIC brands to provide request of new products, stock updates, including discontinued products.
- Other administrative tasks as needed.

Foreign IP Admin Executive & Translator at Trademark Indonesia, Bandung

April 2013 — December 2017

- Assisted clients in filing their patent, industrial design, and trademark applications to the Indonesian Intellectual Property Office, including recordal of assignment and transfer of right.
- Performed a range of administrative duties from maintaining correspondence with clients, scheduling meeting and appointments, to making and managing database for application statuses, including updates and deadlines. Made sure all applications alive.
- Translated patent, industrial design, trademark specifications, and some legal documents.
- Supported and bridged an efficient communication between clients and Indonesian Intellectual Property Office.
- Implemented problem solving skills to work through employees, clients, and managerial staff issues and challenges.
- Served as coordinator of Patent & Trademark division to develop strategies to successfully get client's applications be granted by Indonesian Intellectual Property Office.

Customer Service - Call Center Agent at Citibank N.A, Jakarta

November 2011 — August 2012

- Answered all incoming calls; access customer's inquiries and provide resolution. In addition, updated and/or performed online maintenance on system terminals as immediate response to customers' requests; ensured effective and timely follow-up as promised to customers; processed financial entries/adjustments on customer's account if necessary.
- Promoted Citibank products/services/benefits to potential customers.
- Documented and updated customer records based on interactions.
- Developed and maintained a knowledge base of the evolving products and services.
- Worked to ensure quality service and addressed and resolved all customers issues.



EDUCATION

Associate Degree majoring in English For Business, Politeknik Negeri Bandung, Bandung

August 2008 — August 2011

I have learned more practical English language, business term and management which is suitable for office environment.



PERSONAL PROJECT

In House Translator

March 2021 — Present

I am currently working with multiple agencies such as Trans-pack, Appen, FCI, and Qtrans on various translation and transcription projects.

In-house Panel Translator - Australia Indonesia Partnership

September 2018 — September 2020

Translating documents related to economic development as required by AIP - rural team.

Content Researcher - Guide Media

August 2017 — August 2018

Content research for online articles such as life-hacks, fashion and trends, etc.

In-house Translator - Wordsmith Digital

February 2017 — May 2017

Translation and localization of e-commerce products from online shops such as Aliexpress, Shopee, etc.