

# Loïc Breton

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## WORK EXPERIENCE

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### Trilingual Customer Service Specialist 5CA

Sept. 2019 – May 2022  
Remote (Japan)

- Delivered high quality support (through email and live chat channels) in Japanese, English and French for leading video game companies.
- Provided quality assurance by ensuring standard operating procedures were followed.
- Consistently met performance benchmarks in all areas (speed, accuracy and volume) with an average of 10 emails per hour.
- Handled different types of cases ranging from feedbacks and general inquiries to technical issues, payout requests and compromised accounts.

### Professional Translator

July 2018 – Present

- Translated from JP to FR over 60,000 sentences used in conversation analysis (1 year project).
- Worked on the translation of different websites such as a restaurant website (< 5000 words) and a cryptocurrency platform (> 30k words).
- Worked on the EN to FR localization (through MTPE and proofreading) of several video games including AAA titles for Keywords Studios.
- Completed various other smaller scale projects totaling more than 300,000 words in addition to the above for companies such as CCJK (involving both JP and EN to FR).

## EDUCATION

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### Kobe University Faculty of Global Human Sciences

Sept. 2017 – July 2018  
Kobe, Japan

- Studied linguistics and intercultural studies as an international exchange student for 1 year

### Lille 3 University BA in Japanese studies, majored in Linguistics

Sept. 2014 – June 2017  
Villeneuve-d'Ascq, France

- Passed the N2 level of the Japanese-Language Proficiency Test (2016)

## SKILLS

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### Translation/Localization

- **Languages:** French (native) – English (fluent) – Japanese (professional)
- **Specialization:** Technical – Travel/Tourism – Audiovisual (video games, subtitling)
- **CAT Tools:** SDL Trados Studio 2021 – SmartCAT
- **Subtitling:** Aegisub, Subtitle Edit
- **Other:** Machine translation post-editing, proofreading

### Customer Service

- **Support platforms:** Zendesk – Helpshift – Dixa
- **Quality assurance:** Klaus – Playvox

### Computer

- **Technologies:** PHP – Python (intermediate) – HTML5 – CSS3 – SQL
- **Software:** Microsoft Office Suite (Word, Excel, Powerpoint) – Adobe Creative Cloud (PS, AI, DW)