

## Curriculum Vitae

Name	Julia Fischer
Date of birth	10.07.1985
Nationality	german
Qualification	A levels, Bachelor of Arts., Master of Arts

## Education

10/2009 – 09/2011	<b>Leibniz University, Hannover</b> <i>Neuere Deutsche Literaturwissenschaft</i> <i>(Modern German Literary Studies)</i> Degree: Master of Arts – M. A., final grade 1,7
10/2006 – 09/2009	<b>University of Hildesheim</b> <i>Deutsche Sprache und Literatur, Geschichte sowie Politik</i> <i>(German Literary Studies and Linguistics, Historiography)</i> Degree: Bachelor of Arts – B. A., final grade 1,5
10/2005 – 09/2006	<i>Pädagogische Psychologie (Educational Psychology)</i>
08/1996 – 07/2005	<b>Robert-Robert-Bosch-Gesamtschule, Hildesheim</b> A-Levels (Abitur), final grade 2,0

## Additional Skills

Computer	MS-Office, Adobe InDesign, Photoshop, Wordfast, CMS, Social Media
Foreign Languages	German (mother tongue), English (fluent), Portuguese (basics)

## Work Experience

01/2016 until present	<b>Teleperformance Portugal, Lisbon</b> Working as a SMB Marketing Consultant for Facebook Business <ul style="list-style-type: none"> <li>• providing expertise in Facebook's advertising solutions for businesses in the German SMB field</li> <li>• providing dedicated account management to strategic accounts</li> <li>• providing product and tool support to enhance clients' experience and drive higher product adoption and spend.</li> <li>• managing a portfolio of SMB (small to medium size businesses) clients in the german speaking market with responsibility for growing revenue</li> <li>• identifying trends and solving problems facing multiple SMB clients</li> <li>• building and maintaining relationships with clients and generate new sales</li> <li>• help clients with their marketing strategies</li> </ul>
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05/2015 to 12/2015

***Teleperformance Portugal, Lisbon***

Working as a customer service agent for the project PhotoBox

- effectively handle queries from customers on chat, email and phone
- troubleshoot problems and provide technical assistance in order to answer customer enquiries
- liaising with other areas of the company as well as any relevant third parties through appropriate channels
- assisting in providing initial training to new customer support agents

04/2011 to 05/2015

***Hildesheimer Allgemeine Zeitung***

Working as a freelance writer at a local newspaper

- writing reviews for the art section
- attending stage and theatrical performances, concerts, readings and press launches
- sourcing and interviewing professionals, victims and academics for case studies and comments

7/2014 to 10/2014

***Villengua Translations, Zaragoza (Spain)***

Working as a freelance translator

- translations from English into German
- manuals, online descriptions, documents and adpics

01/2014 – 07/2014

***bpa media GmbH, Hannover***

Working as a journalist, editor and translator (from English to German) for different magazines, providing full coverage of handicraft, fashion, science, living, food, health, sports and celebrities.

Further Duties:

- writing articles, newsletter, concept, editing, copy and design
- responding to Reader Enquiries by phone and e-mail
- maintenance a Facebook page (<https://de-de.facebook.com/SimplyKreativ>)

11/2013 – 12/2013

***Vinzenz-Verbund Hildesheim gGmbH***

Working as a young professional in the public relations and press department at a coalition of hospitals.

- Building a mailing list of press contacts
- writing press releases
- contact with clients regarding marketing materials

03/2012 – 10/2013

**Ärzttekammer Niedersachsen, Hannover**

Working as a young professional in the public relations and press department at the medical council of Lower Saxony.

- press briefing, newsletter event management
- responding to Reader Enquiries by phone and e-mail
- writing articles and news stories and then submitting them to the editor before publication
- producing marketing and promotional material
- concept, editing, copy and design

10/2011 – 12/2011

**Peter Schoppe Werbeagentur GmbH und Verlag, Hannover**

Working as a journalist and marketing trainee

- press briefing, newsletter, concept, editing, copy and design
- responding to Reader Enquiries by phone and e-mail
- writing articles and news stories and then submitting them to the editor before publication

08/2007 – 08/2011

**Hildesheimer Allgemeine Zeitung**

Working as a corrector of proofsheets at the local newspaper, providing all sections

## Internships

09/2010 – 10/2010

**Intern at the newspaper Hannoversche Allgemeine Zeitung**

08/2010

**Intern at the newspaper Peiner Allgemeine Zeitung**

03/2010

**Intern at the newspaper Neue Presse, Hannover**

07/2008 – 08/2008

**Intern at the Roemer- und Pelizaeus-Museum, Hildesheim**

Public relations department

## Interests

writing, reading, translating, concerts, portuguese culture, Ashtanga Yoga, running

## References

**Jörg Blume, chief of public relations and press office, Ärztekammer Niedersachsen**

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**Martina Prante, editor, Hildesheimer Allgemeine Zeitung**

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**Ioana Manaila, 1<sup>st</sup> Line Manager at SMB Marketing Program Facebook for Business**

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