



# MELISSA DIENER

## ABOUT ME

My academic background is in International Communication but my passion has always been a blend of languages, traveling and writing. For the past few years, I've wandered the globe as a remote worker in the language and technology industry and have recently branched off into UX writing.

## CONTACT

- ✉ [melissa.k.diener@gmail.com](mailto:melissa.k.diener@gmail.com)
- 📍 Lisbon, Portugal
- 🌐 [www.melissadiener.com](http://www.melissadiener.com)
- 🌐 [linkedin.com/in/melissa-diener](https://www.linkedin.com/in/melissa-diener)

## CORE COMPETENCIES

- Intercultural communication
- Agility and creative thinking
- Solving problems efficiently
- Growth mindset
- Embracing new technologies

## ADDITIONAL EXPERIENCES

- Internship at Amnesty International New Zealand
- Global communication traineeship at Amgen
- Freelance writing for various publications
- Living and working on three continents

## LANGUAGES

|            |          |
|------------|----------|
| German     | ●●●●●●●● |
| English    | ●●●●●●●● |
| French     | ●●●●●●●● |
| Spanish    | ●●●●●●●● |
| Portuguese | ●●●●●●●● |

## PROFESSIONAL EXPERIENCE

### SwissGlobal Language Services AG | 2017 - current

Digital Marketer | Content Manager | Copywriter

- Supporting the company from its second year in business as an independent contractor
- Sales & digital marketing from 2017-2020
- Content strategy & management from 2020 - current

### Mindpearl | 2016 - 2019

Swiss German Customer Relations Agent

- Customer support for one of Switzerland's main airlines

### B & B Endemol Shine AG | 2014 - 2016

Freelance Transcriber

- Transcribing various TV programmes and documentaries

### Acolad | 2015 - 2016

Translation Project Manager

- Consulting clients on various language projects
- Coordinating large-scale translation projects
- Quality control of English, French and German translations

### Hotelplan Group | 2007 - 2009

Travel Consultant

- Travel consultancy for European city trips

## EDUCATION

### AllWomen | 2021

UX Writing & Content Design

### Unitec Institute of Technology | 2010-2013

Bachelor in International Communication

### International School of Tourism Management | 2006

Diploma in Tourism Management