



Our Resume

Headline Summary

Launching it's services for the first time in Amsterdam in September 2009, Delegate International Recruitment has since been providing services to clients across the EMEA, APac, and USA.

A small but fast growing agency, Delegate offer a unique candidate base gleaned from 1:1 meetings around the world at various recruitment exhibitions and events, as well as remote virtual resourcing from online advertising, virtual career fairs and a very successful referral network.

Account Managers and Executives (Consultants) are trained in business disciplines such as Project Management, Neuro Linguistic Programming and are skilled in Export Sales.

Candidates and Clients are provided with a personal service devised from best practice in the worlds leading customer service industries and it shows! Take a look at some of our references, they speak for themselves.

In our career history you can see some sample information on the regular projects we undertake for our clients.



Career History

European Hotel Brand Global Recruitment Supplier

1 Year

7 Months

This client is a rapidly expanding budget accommodation brand with head office in Germany. Delegate's role in the expansion of this organisation has been an exciting project from the outset.

With 4 new properties opened across Europe in 2011 Delegate's role was to source senior management team members in cities such as Dublin, Hamburg, Copenhagen and Amsterdam.

2012 see's another 3-4 brand new properties in capitals across Europe where we will source experienced General Managers for these properties with global experience as well as intimate experience of the local hotel market.

European BPO Preferred Supplier Status

1 Year

11 Months

This client operates call centre sites across the UK and Eastern Europe representing a variety of client contracts from console gaming, online betting, online dating, telecommunications, software support, tourism and fashion retail.

More than 26 languages are represented within their sites and they employ more than 650 people.

Our role as Preferred Supplier is to source and introduce candidates with customer service, technical support and sales/marketing skills. This is sometimes a few at a time and often more than 30 roles at a time due to seasonal ramp up's and new contracts.

Manufacturer Multilingual Agency Supply

1 Year

12 Months

For this major NI manufacturer, exporting globally and turning over more than £126M per year, Delegate has become the go-to supplier for multilingual requirements.

In the commercial team, we recruit Customer Service/Account Managers to meet the requirements of a portfolio of clients within a particular geographical area. Languages we have placed within the business include French, Portuguese, German and Spanish.

Languages

	novice	expert
• Arabic	■■■■■■■■■■	■■■■■■■■■■
• Bulgarian	■■■■■■■■■■	■■■■■■■■■■
• Cantonese	■■■■■■■■■■	■■■■■■■■■■
• Catalan	■■■■■■■■■■	■■■■■■■■■■
• Czech	■■■■■■■■■■	■■■■■■■■■■
• Danish	■■■■■■■■■■	■■■■■■■■■■
• Dutch	■■■■■■■■■■	■■■■■■■■■■
• English	■■■■■■■■■■	■■■■■■■■■■
• Estonian	■■■■■■■■■■	■■■■■■■■■■
• Farsi	■■■■■■■■■■	■■■■■■■■■■
• Filipino	■■■■■■■■■■	■■■■■■■■■■
• Finnish	■■■■■■■■■■	■■■■■■■■■■
• Flemish	■■■■■■■■■■	■■■■■■■■■■
• French	■■■■■■■■■■	■■■■■■■■■■
• Gaelic	■■■■■■■■■■	■■■■■■■■■■
• German	■■■■■■■■■■	■■■■■■■■■■
• Greek	■■■■■■■■■■	■■■■■■■■■■
• Hebrew	■■■■■■■■■■	■■■■■■■■■■
• Hindi	■■■■■■■■■■	■■■■■■■■■■
• Hungarian	■■■■■■■■■■	■■■■■■■■■■
• Icelandic	■■■■■■■■■■	■■■■■■■■■■
• Indonesian	■■■■■■■■■■	■■■■■■■■■■
• Japanese	■■■■■■■■■■	■■■■■■■■■■
• Korean	■■■■■■■■■■	■■■■■■■■■■
• Latvian	■■■■■■■■■■	■■■■■■■■■■
• Lithuanian	■■■■■■■■■■	■■■■■■■■■■
• Malay	■■■■■■■■■■	■■■■■■■■■■
• Mandarin	■■■■■■■■■■	■■■■■■■■■■
• Norwegian	■■■■■■■■■■	■■■■■■■■■■
• Polish	■■■■■■■■■■	■■■■■■■■■■
• Portuguese	■■■■■■■■■■	■■■■■■■■■■
• Punjabi	■■■■■■■■■■	■■■■■■■■■■
• Romanian	■■■■■■■■■■	■■■■■■■■■■
• Russian	■■■■■■■■■■	■■■■■■■■■■
• Sign	■■■■■■■■■■	■■■■■■■■■■
• Slovak	■■■■■■■■■■	■■■■■■■■■■
• Slovenian	■■■■■■■■■■	■■■■■■■■■■
• Spanish	■■■■■■■■■■	■■■■■■■■■■
• Swedish	■■■■■■■■■■	■■■■■■■■■■

For the Sales Team we have provided Field Sales Reps in-country. For example a field sales person with fluent German and Hungarian languages as well as several other non fluent language skills was sourced in Eastern Europe to cover the Central and Eastern European regions of the continent.

Global BPO Preferred Supplier Status

2 Years
3 Months

Recruitment of Customer Service Agents and Technical Support Representatives for a variety of contracts across the Automotive and Electronics industries.

As well as a local site based in Belfast, Northern Ireland, our work was recommended to and used by other sites such as Malaysia and Spain.

Languages recruited here include; French, German, Dutch, Norwegian, Turkish, Finnish, Swedish, Danish, Russian, Hungarian, Czech, Polish, Greek, Flemish, Lithuanian, Spanish, Portuguese, Latvian, Estonian, Swiss German, Korean, Japanese, Mandarin

- Swiss German
- Thai
- Turkish
- Ukrainian
- Vietnamese
- Welsh

Key Skills

- Multilingual Talent Acquisition
- International Recruitment
- Executive Recruitment
- Sales & Marketing Linguists
- Pharmaceutical Linguists
- ICT Linguists
- BPO Industry Global Recruitment
- Hospitality & Tourism Linguists
- Translation & Interpreting
- Local Non Linguist Recruitment
- Telecommunication Industry Linguists

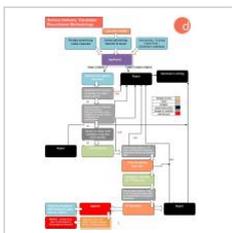
References

We wouldn't ask you for references without offering some of our own. Here are a few comments from candidates and clients on the service we deliver...

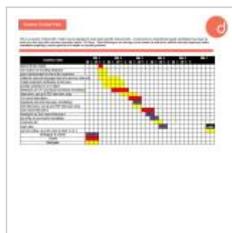


Linked in publicised recommendations

Work Samples



The Delegate Recruitment Methodology



Typical Project Critical Path

Photo and Video Gallery

Meet Nuala

"Awarded in recognition of our Best New Business title in 2011, Nuala travels the world meeting clients and candidates and searching out the best locations to live and work"

The Beacon of Hope/Thanksgiving Statue, constructed in 2007 is located in Thanksgiving Square in Belfast, Northern Ireland. As is typical of Irish culture, she has been given several nicknames including (our favourite) Nuala with the Hula, The Bell on the Ball and The Thing with the Ring!

Nuala stands on a cast bronze globe, signifying the universal philosophy of peace, harmony and thanksgiving and has marked on it's surface the cities where the people and industries of Belfast migrated and exported to. Spiraling skyward, she stands some 64 ft high holding the ring of thanksgiving out in offering.

As a Belfast born company, exporting to many of the cities marked on the bronze cast globe, when we received our 2 ft miniature statue from Belfast City Council and City Centre Management in recognition of our Best New Business title earlier this year, we thought she would make a fun travel companion. She signifies our Northern Irish roots and our company culture and personality we want to project around the world, while sharing other cultures and promoting the mobility of job seekers in an era of globalisation.

You'll see lots of Nuala on our social media sites, and if you visit us at a recruitment fair, she's the sparkly attractive one that looks like the Irish equivalent of an Oscar!

IT Skills

- World Class Candidate Management System
- Salary Survey Software
- Relocation Comparison Software
- Skype Video Conferencing
- Video Interview Technology
- Multimedia CV Software

Key Achievements

Over the two years we have worked tirelessly to achieve contracts from companies all over the world and are proud of all of our daily achievements. However, it's always nice to receive some external recognition... Here are some of our achievements in 2011





Nuala does London



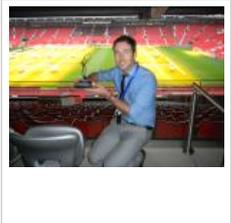
Back home in Ireland



With all her siblings at the Awards Ceremony



in beautiful Stockholm



With David at Manchester United home ground, Old Trafford



I could see her as a footballer - or maybe basketball is her thing...



An Invest NI Client Company, supported by the European Regional Development Fund



Best New Business 2011