

Chantelle Bisschoff

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Objective: To obtain a position as a transcriptionist utilizing my typing, grammar, and listening skills to provide accurate transcripts to clients.

Relevant Certifications: Professional Transcriptionist

I have also completed various certifications for teaching English as a second language, Graphic Design, and hold a Diploma in the medical field. I am also a registered VA.

Skills:

- Proficient in transcription software such as Express Scribe
- Typing speed of 65 WPM
- Excellent grammar and punctuation skills
- Ability to work independently and meet deadlines
- Strong attention to detail
- Critical thinking

Relevant Experience: Sandfire Trading Co (2019 – Currently)

- Transcribed audio recordings into written documents
- Ensured the accuracy and quality of transcripts
- Communicated with clients to confirm their requirements and preferences
- Maintained confidentiality of sensitive information
- Edited and proofread transcripts as needed
- Managed multiple transcription projects simultaneously
- Reviewed and corrected transcripts for accuracy and completeness
- Maintained up-to-date knowledge of legal terminology and procedures
- Ensured timely delivery of transcripts to clients
- Communicated with clients via phone, email, and in person to understand their needs and provide solutions
- Collaborated with cross-functional teams to ensure project deadlines were met
- Conducted presentations and training for internal teams and clients
- Negotiated with vendors to secure favorable pricing and contracts
- Maintained positive relationships with key stakeholders, including clients, vendors, and team members

- Resolved customer complaints and issues in a timely and professional manner

References: Available upon request.

Relevant Experience: Refraktion (Freelance basis)

- Transcribed audio recordings into written documents
- Ensured the accuracy and quality of transcripts
- Communicated with clients to confirm their requirements and preferences
- Maintained confidentiality of sensitive information
- Edited and proofread transcripts as needed
- Translated documents into English for the team to be able to understand the requirements set out by the client
- Ensured timely delivery of transcripts to clients

References: Available upon request