

Helin Aksoy

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Languages: Turkish (Fluent) | Kurdish (Fluent) | English (Fluent)

Professional Profile

Trilingual interpreter/translator seeking remote and on-site opportunities across healthcare, public services, and community settings. Six+ years in a high-volume, client-facing environment, demonstrating clarity, empathy, and reliability under pressure. Skilled in consecutive interpreting, sight translation, and document translation (Turkish/Kurdish - English). Strong administrative discipline, confidentiality, and professional ethics. Ready for OPI/VRI assignments with a robust remote setup.

Key Skills

- **Interpreting & Translation:** Turkish/Kurdish - English consecutive interpreting; sight translation of forms/letters; document translation; plain-English summaries; terminology research and glossary building (medical, education, social care)
- **Communication & Client Care:** active listening; clarification; cultural mediation; rapport building; de-escalation; managing expectations
- **Professional Standards:** impartiality; confidentiality; safeguarding awareness; data protection (GDPR) basics
- **Operations & Administration:** appointment scheduling; accurate documentation; note-taking; diary management; time prioritisation
- **Teamwork & Leadership:** coaching trainees; step-by-step guidance; feedback delivery; collaboration in busy settings
- **Technical:** high IT literacy (email, calendars, spreadsheets); POS/CRM familiarity; remote platforms (Zoom, Teams); basic file management and formatting

Professional Experience

Detail Barbers — Barber

January 2017 – Present, United Kingdom

- **Client Care & Service Delivery:** Delivered end-to-end service from welcome and consultation to execution and aftercare; adapted guidance to client preferences with clear communication.
 - **Technical Execution:** Cut, washed, styled hair; groomed facial hair to brief; ensured consistent quality and hygiene in line with industry standards.
 - **Revenue Impact:** Recommended add-on treatments/services to enhance client experience and drive revenue.
 - **Operations:** Managed bookings, payments, and daily schedule; responded to in-person and telephone enquiries promptly and professionally.
 - **Team Support:** Supervised apprentices and trainees; demonstrated techniques; provided constructive feedback; supported skill development.
 - **Environment & Compliance:** Maintained cleanliness, presentation, and safe working practices.
- ### Achievements
- Sustained repeat clientele through consistent service and clear consultations.
 - Optimised diary management during high-volume periods, minimising waiting times and conflicts.

- Enhanced team capability with structured coaching of trainees.

Community Interpreting & Translation — Translator/Interpreter (formal)
Ongoing, United Kingdom

- Healthcare Support: Interpreted for Turkish/Kurdish speakers at medical appointments; ensured accurate exchange of symptoms, histories, instructions, and care plans.
- Administration & Education: Translated letters, forms, and education-related requests (Turkish/Kurdish → English); assisted with form completion and clarifications.
- Techniques: Applied consecutive interpreting, sight translation, and summarisation; maintained neutrality and confidentiality throughout.

Achievements

- Helped clients navigate appointments effectively, reducing misunderstandings and repeat visits.
- Produced clear, accurate translations of everyday documents, improving access to services.

Education

- A Levels: Turkish Language (A*); Travel & Tourism (C); Business Studies (C); Sport (C)
- GCSEs: Applied Sciences (B); Children's Care, Learning & Development (C); Health & Social Care (C)

Certifications & Training (Recommended to add or pursue)

- Community Interpreting (Level 3) — medical/public sector terminology and ethics
- Safeguarding Awareness (Level 1/2)
- GDPR/Data Protection Awareness for interpreters
- NHS terminology CPD modules (if targeting healthcare providers)

Technical Setup (Remote-Ready)

- Wired high-speed internet; noise-cancelling USB headset; private, secure workspace
- Proficient with Zoom, Microsoft Teams, and secure client portals
- Comfortable handling PDFs, Word, and basic formatting; able to follow style guides

Availability

- Flexible hours (including evenings/weekends); immediate start for remote OPI/VRI and freelance translation
- Willing to complete language assessments, right-to-work checks, and background screening

References

Available upon request