

Njeri Soita

Transcriptionist/Captioner

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PROFILE SUMMARY

Highly skilled and experienced Transcriptionist/Captioner with over 11 years of delivering high-quality transcripts across diverse industries. Adept at meticulously transcribing audio recordings into accurate and error-free text, ensuring adherence to specific style guides and client requirements. Proven ability to manage multiple projects simultaneously, prioritize tasks effectively, and meet tight deadlines consistently. Possesses excellent grammar, punctuation, and active listening skills, with a keen eye for detail. Eager to leverage expertise in a fast-paced environment and contribute to a team-oriented organization.

EDUCATION

Kenyatta University, December 2013 – Bachelor of Business Administration

SKILLS

- ❖ **Transcription:** Interviews, focus groups, lectures, podcasts, conferences, and more.
- ❖ **Captioning:** Closed captioning for various media formats.
- ❖ **Editing:** Proofreading and editing transcripts for accuracy, clarity, and adherence to style guides.
- ❖ **Time Management:** Ability to prioritize tasks, manage multiple projects, and meet deadlines consistently.
- ❖ **Technical Skills:** Proficient in Microsoft Office Suite (Word, Excel), transcription software (Express Scribe), and various online platforms.
- ❖ **Communication:** Excellent written and verbal communication skills.
- ❖ **Language Skills:** Fluent in English.

WORK EXPERIENCE

Amberscript (Netherlands) - Remote | Transcriber/Captioner (June 2020 - Present)

Key Roles and Achievements;

- Transcribed a wide range of audio files, including interviews, legal proceedings, and business meetings, exceeding client expectations for accuracy and turnaround time.
- Achieved a 98% accuracy rating consistently by meticulously reviewing transcripts and adhering to client-specific style guides.
- Successfully captioned various multimedia content, ensuring synchronization with audio and maintaining clarity for viewers.
- Leveraged strong research skills to identify and incorporate relevant terminology for specialized content.
- Collaborated effectively with team members to ensure smooth project flow and timely delivery.

Abtipper (Germany) - Remote | Transcriber (March 2020 - May 2023)

Key Roles and Achievements;

- Transcribed a high volume of audio data for diverse clients, consistently meeting deadlines and exceeding quality standards.
- Developed exceptional time management skills to handle multiple projects simultaneously while maintaining accuracy.
- Utilized active listening skills to decipher various accents and ensure accurate transcription of challenging audio recordings.
- Maintained strict confidentiality of all transcribed information, upholding ethical standards.
- Contributed to a 15% increase in team productivity by streamlining workflow processes.

LandMark (United States) - Remote | Transcriber (September 2018 - January 2020)

Key Roles and Achievements;

- Transcribed audio recordings for legal, medical, and academic purposes, demonstrating a strong understanding of industry-specific terminology.
- Implemented new quality control measures that resulted in a 5% reduction in error rates.

- *Provided exceptional customer service by promptly addressing client inquiries and ensuring satisfaction.*
- *Adapted efficiently to various transcription software programs and adopted new workflows seamlessly.*
- *Maintained a professional and positive attitude, fostering a collaborative work environment.*

Transcribe It (United Kingdom) - Remote | Transcriber/Captioner (April 2014 - Present)

Key Roles and Achievements;

- *Transcribed and captioned a wide variety of audio and video content, including lectures, webinars, and educational materials.*
- *Demonstrated a deep understanding of captioning guidelines to ensure clear and accessible content for viewers with disabilities.*
- *Maintained a consistent workflow by prioritizing tasks effectively and meeting deadlines reliably.*
- *Collaborated with editors to ensure accuracy and adherence to style guides.*
- *Contributed to the development of in-house training materials for new transcriptionists.*

AI Media (Australia) - Remote | Transcriber (February 2014 - Present)

Key Roles and Achievements;

- *Leveraged a comprehensive understanding of transcription best practices to deliver high-quality transcripts for over 10 years.*
- *Developed strong research skills to identify and incorporate relevant terminology for specialized content.*
- *Maintained a high level of accuracy by adhering to strict quality control procedures.*
- *Effectively managed multiple projects with various deadlines, demonstrating exceptional time management skills.*
- *Upholding confidentiality of all transcribed information, adhering to ethical standards.*

REFEREES

George Mugenya

Transcriber/ Captioner at Amberscript

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Amos Muigai

Transcriber at LandMark

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