**Jacek Grotkowski**

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**Personal Profile**

A qualified interpreter with extensive experience in the medical and legal fields.With excellent customer service skills on top of an ability to speak fluently in two languages. An individual who is highly organised and professional, with the ability to work methodically and manage time/work to achieve set targets. Flexible, responsible, reliable person, eager to adapt and suit demands of a new working environment.

**Key skills**

* Excellent communication skills, both verbal and written
* Linguistic skills with fluency in English and Polish.
* Computer literate and competent in the Microsoft Suite
* Customer service experience coupled with excellent time management skills
* Strong team player with the willingness to learn and comple challenging tasks as well as apply already acquired experiences of job requirements
* Holds a clean UK driving licence for catergories ‘A, B1 and B’
* Capable of prioritising workload in order to meet deadlines

**Employment History**

**Customer service for Capita Registrars**

Worked with a Shareholders Service Team accessing a database of account numbers, addresses and legers. Responding to general queries in relation to dividend payments and London Stock Exchange services covering share dealing**(2014)**

**Translator - Freelance (March 2011- Dec 2013)**

Worked with cancer research lab text editing (medical writing).

**Telephone Interpreter (Aug 2006- Dec 2010)**

Worked with various agencies as a telephone interpreter for the following organisations

* **LLE-link (**[**www.lle-inc.com**](http://www.lle-inc.com/link.html)**)** for **HMRC, DWP and TAX CREDIT OFFICE** for customer service telephone interviews
* **CyraCom Medical Interpretation(**[**www.cyracom.com**](http://www.cyracom.com)**)** for the NHS for care support and various direct conversation interpretation
* **Applied Language Solutions (**[**www.appliedlanguage.com**](http://www.appliedlanguage.com)**)** for the NHS And Metropolitan Police for various interpretation work

**Consecutive Interpretation (Aug 2005- Aug 2010)**

Worked as an interpreter for an agency called Todays-Translations interpretation work for the Justice system

* Worked for the following solicitors as an interpreter with clients at court hearings and prisons: KaimTodner, Solicitors, Emery Halil Solicitors, Sonn Macmillan Solicitors, Baxter Brown McArthur Solicitors.
* Also worked as an interpreter for the Old Bailey **(**[**www.oldbaileyonline.org**](http://www.oldbaileyonline.org)**)**and various courts such as a City of London Magistrate Court, Wood Green Crown Court (under oath)
* Completed some interpretation jobs at the following prisons HMP Highdown and HMP Brixton
* Engaged in various administrative duties such as give and typing out statements on behalf of clients and solicitors
* General responsibilities as stipulated by the clients or interpreting agencies

**Call Centre Agent (Oct 2006- Mar 2008)**

Worked through Pandemic Flu Service direct **(**[**www.pandemicflu.direct.guv.uk**](https://www.pandemicflu.direct.gov.uk/)**)** as a Call Centre agent

* Worked through this agency for National Flu service dealing with calls redirected by NHS direct for individuals with flu.

**English Teacher - English as a second language (Sept 1995- Aug 2002)**

* In September 1995 I began working as a teacher for **Academic Institute of Science** working with teenagers between 15 and 18 years of age for one academic year.
* Then I taught 3.5 years for **“LARIS” NLP Psycho-Education Language Centre**, working with students of all ages preparing them towards FC and CAE Cambridge University Certificates as well as teaching general English to such clients as: Chrysler, Credyt Bank and the Polish Air- Force Headquarter for NATO unification
* During that period studied at **SWPS (Warsaw School of Social Sciences Humanities)** and was also occupied with numerous translating jobs for Banks, social services and individual clients
* Member of American Psychological Association (APA)-[**www.apa.org**](http://www.apa.org)

**Training/Education**  
University of Middlesex Language Centres, London (2008)

Qualification: Foundation skills training for medical interpreters in the community

**Interests and Hobbies**

Enjoy reading, writing and socialising with friends, A Guitar player

**References**

Available upon request