

ELENA GOLOVKO

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SUMMARY

Experienced bilingual professional with a background in customer service and recent certification in Front-End Web Development from the edX Skills Bootcamp. Highly organised, result-oriented, and adaptable to new environments. Skilled in developing applications and websites and possess a GitHub portfolio showcasing projects developed during coursework.

SKILLS

- Knowledge of HTML, CSS, JavaScript, React, JQuery, React, Netlify, GitHub
- Exceptional attention to detail
- Ability to take direction and work independently
- Strong teamwork skills, able to collaborate effectively with colleagues
- Flexibility, responsibility, and ability to multitask
- Bilingual

EXPERIENCE

Stockport Council, Ethnic Diversity Service - *Casual Bilingual Teaching Assistant*

12/2019 - PRESENT

- Help newly arrived pupils with English as a second language to adjust to the school requirements and routine.
- Provide detailed and regular feedback on pupil progress and challenges.
- Collaborate with teachers to create a supportive learning environment tailored to individual needs.

M:4 Translations Manchester City Council, OnCall Interpreters Ltd, Clear Voice Ltd, Global Voices Ltd - *Freelance Community Interpreter*

11/2011 - PRESENT

- Conduct consecutive interpreting for individuals with limited English proficiency in various settings, including hospitals, local councils, law firms, and immigration services.
- Perform sight translation of documents to ensure accurate communication.
- Provide telephone and video interpreting services to facilitate communication remotely.
- Managing work schedule to meet deadlines.

Continent Plus Ltd, Kyrgyzstan - *Assistant Manager of the Publicity Department*

2005-2006

- Answer telephone inquiries and scheduled appointments efficiently.
- Provide exceptional customer service to clients, enhancing brand reputation and loyalty.
- Conduct follow-up and monitoring of documents to ensure timely completion of tasks.
- Assist in planning and coordinating publicity efforts.

EDUCATION

17/06/24 Extended DBS Check

30/03/2024 Front-End Web Development Certificate, edX Skills Bootcamp

04/2022 Criminal Justice Level 4, Interpreting, Cardiff University

03/2019 Bilingual Teaching Assistant, EDS, Stockport

04/2016 Community Interpreter Level 2, MAES

05/2010 English level 2, Bury College

06/1998 Bs, Moscow Psychological and Social Institute (MPSI)