

ELENA GOLOVKO

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Summary

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

Skills

- Excellent communication skills.
- Exceptional eye for and attention to detail.
- Ability to take direction and work independently.
- Flexibility, responsibility, and ability to multi-task.
- Knowledge of HTML, CSS, JavaScript, Node, React, Netlify.
- Bilingual.

Experience

CASUAL BILINGUAL TEACHING ASSISTANT - 12/2019 - Present time

STOCKPORT COUNCIL, ETHNIC DIVERSITY SERVICE

- Help newly arrived pupils with English as a Second Language to adjust to the school requirements and routine.
- Provide detailed and regular feedback on pupils' achievement, progress, problems.
- Liaise with the teacher to create a supportive learning environment.

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FREELANCE COMMUNITY INTERPRETER - 11/2011 - Present time

M4 Translations Manchester City Council, OnCall Inteterpreters & Translators Ltd, Clear Voice Ltd

- Consecutive interpreting for people with limited English proficiency in hospitals, local council, law firms, and immigration services.
- Sight translation of documents.
- Telephone interpreting.
- Managing work schedules to meet deadlines.
- Invoicing customers and keeping records.

HOUSEKEEPER & RECEPTIONIST - 2010 - 2011

THE MERCHANTS HOTEL, MANCHESTER

- Receive guests to the hotel and attend to their inquiries.
- Perform a variety of cleaning activities.
- Deal with reasonable complaints and requests with professionalism and patience.
- Check stocking levels of all consumables and replace when appropriate.

PUBLICITY DEPARTMENT CUSTOMER SERVICE ASSISTANT - 2005 - 2006

CONTINENT PLUS LTD, KYRGYZSTAN

- Office duties such as answering telephones.
- Scheduling appointments.
- Delivering exceptional customer service.
- Follow-up and monitoring of documents.
- Plans and payments.

SALES AND PURCHASING DEPARTMENT ASSISTANT MANAGER – 2003 - 2005

ALTYN JEWELLERY LTD, KYRGYZSTAN- TURKEY

- Monitoring stock levels and placing orders.
- Maintain purchase records.
- Search for new suppliers and new products for sale.

Education

- **30/03/2024** Front-End Web Development Certificate, edX Skills Bootcamp
- **17/06/24** Extended DBS Check
- **2022** Criminal Justice Level 4, Interpreting, Cardiff University
- **2019** Bilingual Teaching Assistant, EDS, Stockport
- **2015-2016** Community Interpreter Level 2, MAES
- **2012-2013** Manual Bookkeeping Level I, Kaplan College
- **2008-2010** English level B2, Bury College
- **1993-1998** BSc (Ed), Psychology and Primary Education, Moscow University