**Kawal Gucukoglu**

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**IT Apprenticeship / Secretariat**

*Analytical and growth-focused professional, seeking to work in IT apprenticeship and solid experience in secretariat.*

Expertise in ensuring all databases being updated with accurate information for in-life support and update and configure services on planning databases. Target driven professional and skilled in meeting deadlines often under pressure in commercial environments. Adept at providing transcription service of original material into accessible formats for a wide range customer groups, organizations, and visually impaired customers. Ability to organize booklets and information leaflets into Braille and possess great Braille qualification teaching skills as well as organizing papers for analogue and digital recording and keeping up-to-date records using regional transcription network databases.

*Regulatory Compliance / Microsoft Office Suite / Information Technology*

*Team Training & Leadership/ Effective Communication*

**Professional Experience**

**Transcription Executive / Transcription Officer** (2007 – 2020) RNIB - Peterborough

Delivered a transcription service of original material into accessible formats for a wide range customer groups, organizations, and visually impaired customers. Arranged papers for analogue and digital recording and kept up-to-date records using regional transcription network databases. Presented a transcript support service internally, externally, and to government bodies. Organized booklets and information leaflets into Braille and confirmed correct book layouts. Maintained up-to-date records and tested in-house computer systems and directed companies on website accessibility.

***Key Achievements:***

* Dispatched committee and agenda papers to board members and trustees.
* Utilized Duxbury Braille translation software to formulate documents for internal and external clients, organizations, and government bodies.

**Audio Secretary ( secondment) – RNIB**

Responded internal & external calls, answered queries, directed calls, and presented switchboard services. Assisted RNIB staff to make calls abroad as well as input accurate record for staff joining and leaving RNIB.

***Key Achievements:***

* Maintained database records on the RNIB intranet site.

**Additional Information**:

Qualified Braille Teacher | Certificate for UEB Proficiency

**Education and Qualifications**

**RNIB Vocational College, London**

RSA Audio Transcription at stage 1 (Distinction) | RSA Audio Transcription at stage 2 (Pass) | RSA Braille Shorthand Transcription at stage 1 (Distinction) 70 WPM | RSA Braille Shorthand Transcription at stage 2 (Pass) 80 WPM

***Professional Trainings***

Crucial Conversations | Office 2010 Training | Index Training: structure and index layout for braille books | Contents Training: How to use Duxbury for books