

Kawal Gucukoglu

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Nationality

British

Professional Qualification

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

Training

Crucial Conversations Office 2010 Training

Index Training: structure and index layout for braille books

Contents Training: How to use Duxbury for books

Profile

I am a well organised, customer focused and conscientious team player with experience of transcription services, secretarial and administrative work. I am enthusiastic and self-motivated with the ability to work under pressure and produce work to a high standard with excellent keyboard skills. I am now looking to continue my professional development in an administrative or advisory role within the charity/commercial sector. My previous duties included all forms of transcription, sending out information to blind and partially sighted people and providing telephone support enabling me to support people on a regular basis.

Key Skills

- Key contact for Financial Ombudsman for transcription requests
- Proof-read a Braille version of the Koran for visually impaired people in live prayers
- Seconded to the Rapid Response Text Preparation and Funded Team in Peterborough
- Target driven and used to deadlines often under pressure in commercial environments
- Skilled user of Duxbury Braille translation software
- Responsibility for Team mailboxes and responding to queries in a timely manner.
- Supervised, mentored and coached volunteers
- Proofread examinations requiring transcribing into Braille.

Career History

February 21 2022 to Present: Diligenta.co.uk: Customer Service Representative

April 27 2021 to 08 June 2021: Stationers' Crown Woods Academy: Braille Tutor

November 5th to December 2020: The Bank of England Braille Tutor

Apr 1997 to Mar 2020: The Royal National Institute of Blind People (RNIB)

Feb 2007 to Mar 2020

Transcription Executive - Peterborough

Providing a transcription service of original material into accessible formats for a range of customer groups/organisations /visually impaired customers.

- Using Duxbury Braille translation software to prepare documents for internal and external clients/organisations and government bodies
- Prepared booklets and information leaflets into Braille, ensuring correct book layouts
- Maintaining up-to-date records and using in-house computer systems
- Advising companies on website accessibility
- Proof-reading and correcting accessible information, supplying clear, concise and consistent feedback to the originator;
- Direct involvement in the preparation and/or origination of media into accessible formats;
- Maintaining high quality customer service by responding to all customer enquiries promptly and efficiently;
- Maintaining customer focus at all times;
- Working co-operatively within own team and across teams, ensuring business needs are met;
- Communicating effectively with all colleagues both verbally and in writing, as appropriate.

Apr 2000 to Feb 2007

Transcription Officer - London

Offering a support service to the whole of RNIB, to outside organisations and to Government/statutory bodies

- Using Duxbury Braille translation software to prepare documents for internal and external clients/organisations and government bodies, for example, translating booklets and information leaflets into Braille.
- Using windows XP and Jaws for windows and Kurzweil 1000 OCR scanning software.
- Preparing papers for analogue and digital recording
- Dispatching committee and agenda papers to Board Members and Trustees
- Maintaining up-to-date records using Regional Transcription Network databases
- Sending invoices

Apr 2001 to Jun 2001

Audio Secretary (secondment)

Providing switchboard service to the whole of RNIB

- Jaws for windows and Windows 95.

Dec 1997 to Jun 2001

Secretary to E&E Directorate

Providing secretarial support for the Education and Employment

- Reception duties, including handling incoming calls and meeting visitors.
- Audio typing of letters and reports.
- Producing documents in Braille using the computer system.
- Scanning documents and saving them on disc for use by the Director.
- Assisting with the distribution of post.
- Providing secretarial cover for other departments in the event of staff absence
- Using photocopying and fax facilities.
- Using Windows 95

Feb 1997 to Dec 1997

Audio Typist/Braillist

Offering a support service to the whole of RNIB.

- Editing various documents into Braille.
- Editing minutes, committee reports and agendas - PC Braille formatting. (Using WordPerfect 5.1 for Dos.)
- Photocopying and stocktaking, transcribing Braille, foreign letters and various documentation into print.
- Audio typing as appropriate.

Apr 1997 to May 1997

Part-time Acting Personal Assistant

Providing secretarial support to the Director of Education and Employment Division.

- Taking accurate phone messages and e-mailing them to director.
- Audio typing of various documentation, e.g. letters, memorandums, and Committee reports.
- Helping to maintain and manage the director's diary with a little help from EDT; it had been computerised and I had to fill in the relevant information myself, which I had to change from time to time.
- Taking accurate minutes of meetings by using an electronic note taker.
- Using WordPerfect 5.1 (DOS).