

DELARAM BEIGZADEH

Interpreter & Translator

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PROFESSIONAL PROFILE

Reliable and organised multilingual professional with experience spanning administration, customer service, public-facing support and operational roles. Strong communication and time-management skills, with an organised and methodical approach to work. Experienced working both independently and as part of a team, handling a range of tasks, problems and people, and supporting individuals from a variety of backgrounds with care and attention to detail. Currently seeking interpreting and translation work, supported by multilingual ability in English, Kurdish Sorani and Farsi / Persian and by extensive ESOL and English-language study.

LANGUAGES

English — communication and professional language; supported by ESOL and English-language study.

Kurdish Sorani — multilingual communication.

Farsi / Persian — multilingual communication.

Iranian — as listed in CV.

CORE STRENGTHS

Communication • Customer Service • Administrative Support • Organisation • Time Management • Attention to Detail • Teamwork • Independent Working • Public-Facing Communication • Problem Solving • IT Skills • Record Management • Working with Diverse Communities • Professional Conduct

PROFESSIONAL EXPERIENCE

Amazon Prime | Delivery Driver

October 2022 – December 2022

- Delivered parcels to customer home addresses and collection points.
- Maintained delivery schedules while providing a friendly, professional approach.

Expert Barber | General Assistant

March 2022 – October 2022

- Cleaned and maintained the shop to a high standard.
- Supported customers and provided friendly, professional service.
- Handled cash and card transactions accurately.

Ace Barber | General Assistant

October 2019 – March 2022

- Maintained shop cleanliness and presentation.
- Greeted and assisted customers, managing appointments and enquiries.
- Processed cash and card payments.

Department for Work & Pensions | Service Delivery Support / Administration Support

October 2017 – September 2019

- Provided administrative support to the office and to Work Coaches.
- Supported unemployed people and benefit claimants attending the Jobcentre.
- Archived records, scanned documents and used internal computer systems.
- Handled enquiries from members of the public and organised courier collections.
- Attended management meetings and supported Universal Credit account set-up.
- Provided computer-based support, including user ID and password resets.
- Supported Individual Training Accounts and assisted with handling disputes.
- Identified people requiring additional support, including non-UK nationals and individuals with complex needs.
- Maintained high standards of accuracy and attention to detail throughout.

EARLIER EXPERIENCE

Shelter | Volunteer*August 2017 – October 2017*

Volunteer support within a charity retail and community environment.

British Heart Foundation | Voluntary Retail Assistant*April 2017 – October 2017*

Served customers, handled donations and supported day-to-day shop operations.

Oscars | Childcare Assistant*January 2016 – August 2016*

Supported the care and supervision of children alongside the wider team.

Poundsavers Scotland Ltd | Retail Assistant*2012 – 2013*

Customer service, till operation and stock replenishment.

Edinburgh Child Care | Voluntary Childminder*2011 – 2012*

Voluntary childminding support.

Alexander Guest House | Housekeeper*2009 – 2011*

Housekeeping and guest-facing duties to a consistent standard.

Chest, Heart & Stroke Scotland | Retail Assistant*March 2009 – July 2009*

Charity retail assistance and customer service.

EDUCATION & TRAINING

Jewel & Esk College / CLAN | Certificate of Learning – Basic IT Skills*2010 – 2011***Stevenson College | ESOL Courses***2010 – 2013*

- English for Work and Training (Int 1); EWT Course.
- English for Speakers of Other Languages.
- ESOL Award for Best Student.

Edinburgh College | VTCT Level 2 Beauty Therapy*2014*

- Modules: Waxing; Eyebrows / Eyelashes; Facial Treatments; Dermatology Make-Up; Massage; Health & Safety Awareness.

NESCOL | English as a Foreign Language (ESOL) National Unit 5*2021***NESCOL | Academic & Personal Skills Development, Level 4***2021*

- Served as an Executive Officer of the student association while attending NESCOL.

SQA | ESOL Access Course – English, Information Technology & Numeracy**British Red Cross | Save a Life – General First Aid Qualification****QUALIFICATIONS & CERTIFICATIONS**

Certificate of Training: Safeguarding Children (2016) • PVG Certificate (March 2017) • Equality & Diversity: Essentials (November 2017) • Disability Awareness (November 2017) • Personal Health & Safety Training, Civil Service Learning (2018) • Responsible for Information – IAO / SIRO, Civil Service Learning (2018) • City & Guilds Customer Service, Practitioner Level (2019)

INTERESTS

Zumba, running, cooking, cinema, and spending time with her son. Participated in student association activities, serving as an Executive Officer while attending NESCOL.