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|  | Hayley Wakenshaw**Translation | Transcription | Editing |Proofreading** |
| at a glance• PTC-qualified proofreader• SDL Trados certified• Native British English• Fluent Dutch• Translated for major publishers• Editing skills that sharpen content and increase readability.contactinfo@versitaal.comEducation & pERSONAL DEVELOPMENT**2020:** SDL MT Post Editing**2020:** SDL Trados Studio Level One**2020:** MemoQ Level One**2020:** Basic Proofreading (Merit), Publishing Training Centre**2017:** P1: Introduction to Proofreading (CIEP/SfEP)**2016:** iNorthumberland: Digital Media, Measuring online Success**2013:** Certificate in Basic Counselling Skills**2009:** i-to-i TEFL – Certificate of Teaching English as a Foreign Language**1997:** Bachelor of Education Studies and English (2:1 Hons)**1992:** A-Levels: English A, General Studies B, Sociology B**1990:** GCSE: Seven at A, two at B. | profileReadability is vital if ideas are to be adopted and information absorbed. That's why, whether I'm working on your words or mine, I make readability my focus. In proofreading and editing, I also concentrate on context, meaning and flow as well as spelling, grammar and punctuation. When translating, I provide an accurate, well-written and well-researched translation that preserves the voice of the source text, takes into account the culture of both the UK and The Netherlands, and reads as though it was originally written in English.After completing my English degree in 1996, I relocated to The Netherlands, where I lived for the next fifteen years, developing not only an excellent knowledge of the country's language but also its culture. I worked in various areas of English-language publishing and book retail. This included marketing, copywriting, social media content management, buying and general management. I also wrote regular book reviews for a national print magazine and proof-edited two books prior to publication.I returned to the UK in 2012 and continued to edit, proofread and write reviews and articles for the web and print on a freelance basis. I also provided digital and conventional marketing support to an autism charity.Later, I added transcription to my skillset and continued to develop my professional knowledge. In 2020, I qualified with merit as a proofreader with The Publishing Training Centre, whose courses are widely recognised and respected throughout the industry. I gained Level One certification in SDL Trados Studio and MemoQ as well as SDL's Machine Translation Post-Editing Certificate.In addition to translating and transcribing for language bureaus, I have translated three bestselling Dutch novels for HarperCollins Holland:* Het Pilgrim Fathers Complot (The Pilgrim Conspiracy) by Jeroen Windmeijer, 2018, 2020
* Het Pauluslabyrint (St. Paul's Labyrinth) by Jeroen Windmeijer, 2017, 2018
* Zonder Jou by Chantal & Priscilla van Gastel, 2016 (Not yet published in English)
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| Hobbies & InterestsRunningAutismVolunteeringCurrent AffairsEntering competitionsTheatreMusicReadingWriting FictionCrafts | Work Experience2016–present: Versitaal – Freelance translator, transcriber, copywriter, (developmental) editor, proofreader* Dutch to English translation of a broad range of copy, including three bestselling novels for HarperCollins Holland
* Translation and transcription of audio and video across a range of subjects, from academic research to focus groups
* (Developmental) editing of marketing copy and fiction
* Proofreading and proof-editing texts for a variety of audiences and purposes
* Writing reviews and articles for print and web

2016–2017: The Toby Henderson Trust – Social Media Editor* Creation, editing and proofreading web content, print media, and press releases
* Social media management and content creation
* Production of posters and flyers for print

1998–2012: American Book Centers BV – Various rolesMarketing* Creation, editing, proofreading, and translation of copy for mailings, websites, advertisements, social media, blogs, and magazines
* Established company's blog and social media accounts
* Co-operated with publishers to originate and implement customer review program
* Event organisation

Buying* Acquisition and control of stock for flagship Amsterdam store
* Reviews and recommendations in-store and online
* In-store promotions and with partners and local and national media

Management* Overall responsibility for fiction department and staff of ten employees, budget, scheduling, and escalated customer care issues
* Daily duties included closing the store, cashing up and store security

General Responsibilities* Customer communication via email, post, telephone and social media in English and Dutch
* Originated standard customer reply system which was implemented across the company
* Co-ordination of large orders, including generating and cultivating good relationships with businesses, schools, prisons, and libraries

1998–1998: Time Warner BV – Accounts Payable Accountant1997–1998: The Great British Shop, Hoorn – Shop Assistant |