

**Mateusz Korbel** / Derby, DE23 8FR, UK / **Mobile: 07366574269** / email: [mateuszkorbel@gmail.com](mailto:mateuszkorbel@gmail.com)

*As a professional Polish interpreter and translator registered with **NRPSI** I have interpreted for over 800 hrs in NHS, social services, police and the courts. I have also translated a number of witness statements, medical letters or police evidential material amounting to at least 97 000 words as of 13/01/2024. I have worked as an in-house interpreter and translator in Poland between 2010 – 2013 where I mainly translated legal documents, purchase orders, patent letters and business correspondence- In 2013 I also translated BAK TDO website.*

*I specialise in legal, medical and financial interpretation and translation. I am a native speaker of Polish. Well versed in the Polish culture, I have worked with people from all walks of life. In my free time I learn Italian or dive into a good film or a book.*

Enhanced DBS, PAIT- FULL

**The companies I work for as an interpreter and translator (from 12.2020):**

Talking Heads Ltd (I have translated/proofread approx. 18 000 words)

United Language Group (UK and US calls- MOJ UK calls)

Language Line Solutions (UK and US calls)

Empire Group UK (I have translated/proofread approx. 42 000 words)

Language Interpreters Ltd (20 000 words)

The Big Word (over 400 hours of court interpreting)

Da Languages Ltd (over 255 hours)

Capita Translation and Interpreting

Language Is Everything

Give me your word

Prestige Network

On Call Interpreters

Global Translation Services

UK Language Solutions

AA Global Language Services

Cintra Language Services Group (100 hours of interpreting for the police)

The Language Shop

Premium Linguistic Services

The Translation Gate LLC

I have worked with the documents produced by the court, police and the solicitors

03.2016 – 08.2022

**Experian, Nottingham**

**Senior Customer Service Officer**

I have further enhanced my customer service skills and further learned industry specific vocabulary

- taking inbound calls and resolving complex queries
- side-by-side coaching and call listening
- running team meetings
- looking at processes and feeding them through the correct channels

I have supported Customer Relations team and handled customer complaints. I have learned how to handle difficult and challenging situations and how to effectively prioritise tasks

- Lone and Independent complaint management including writing final responses
- Resolving complaints and treating customers fairly

04.2021 – 08.2021

**Studiosity, remote working**

### **Writing Feedback Specialist**

I have further enhanced my academic writing skills

- Reviewing of academic writing
- Feeding student errors through constructive feedback

01.2015 – 03.2016

**The Co-operative Bank, different locations**  
**Customer Service Officer**

I have learned banking and financial vocabulary

- processing cash and non-cash transactions over the counter
- cash balancing, till closing and end of day duties

05.2014 – 01.2015

**Oakam Limited, Derby**  
**Loan Advisor**

I have learned banking and financial vocabulary

- processing loans and making loan decisions based on provided documentation
- boosting the profit by maximizing sales and driving footfall to store
- responsible lending against targets and products criteria
- in-depth analysis of customers' credit report and financial circumstances

08.2013 – 05.2014

**Oakam Limited, London**  
**Customer Care Advisor**

I have learned customer service skills and became emotionally intelligent

- handling customers' queries
- pre-processing and monitoring of transactions, refunds and corrections
- building product knowledge

08.2010 – 01.2013

**BAK TDO, Poland**  
**In-house Translator/Interpreter**

I have practised simultaneous and consecutive interpreting and had first professional opportunity to work as a professional translator

- translating of sales contract, patent letters and production orders
- translating of emails and business correspondence
- business trips as a consecutive interpreter
- ad-hoc translation of various documents and technical manuals

10.2012 – 02.2013

**ESOL teacher roles**

Germanica- Poland

09.2009 – 06.2010

Bingo, Poland

11.2022

**My education:**

DPSI Law

12.2021

CELTA

10.2011 - 06.2013

**University of Wroclaw, Poland**

English studies with major in teaching and translation (Master's degree), QTS status

10.2007 - 06.2010

**Jan Kochanowski University, Poland**

English studies with major in teaching (Bachelor's degree)

I use CafeTran Espresso, MateCat, MemoQ, Trados Studio