JATIN KUMAR

Multilingual Customer Experience & Interpretation Specialist

Location: New Delhi, India **Phone:** +91 9899826599 **Email:** jatinsha212@gmail.com **LinkedIn:** linkedin.com/in/jatin-sharma

Motivated multilingual professional with extensive experience in customer experience, medical/legal interpretation, translation, voiceover, and operational support. Proven track record in customer handling, digital feedback management, and support growth across the food and hospitality sectors. Skilled in executing high-stakes calls, clinical consultations, and corporate communications with precision, empathy, and confidentiality.

WORK EXPERIENCE

Interpreter (Hindi, Punjabi, Gujarati)

03/2025 – 07/2026

Lingotec LLC / MLT — Canada / USA

- Provided professional Over-the-Phone Interpretation (OPI) and Video Remote Interpretation (VRI) services in Hindi, Punjabi, and Gujarati.
- Expertly handled high-stakes medical, legal, government, operational, and emergency calls with precision.
- Assisted during urgent situations with real-time communication adhering strictly to HIPAA privacy standards.

Medical On-Site Interpreter (Hindi, Punjabi, Japanese)

02/2022 – 01/2024

Futaba Medical — New Delhi, India

- Facilitated accurate on-site medical interpretation between healthcare providers and Hindi, Punjabi, and Japanese-speaking patients.
- Supported clear communication during consultations, clinical diagnoses, medical procedures, and treatment plans.
- Maintained strict patient confidentiality, cultural sensitivity, and ethics in high-pressure environments.
- Ensured full understanding of medical jargon, consent documents, and post-care guidelines.

Freelance Japanese Translator & Podcaster

2022 – Present

Self-Employed

- Translated technical business documents and conversational materials between Japanese and English.
- Delivered precise localization for corporate correspondence, media scripts, and workflows.
- Provided professional Japanese voiceover services for audio projects and digital media.
- Scripted, produced, and recorded Japanese-language podcast content with engaging delivery.

LANGUAGES (CEFR)

Hindi	Native
English	C1 Advanced
Punjabi	C1 Advanced
Japanese	N3 Level
Nepali	B2 Upper-Int.
Urdu	B2 Upper-Int.
Gujarati	B1 Intermediate

CORE SKILLS

CUSTOMER EXPERIENCE (CX)

Customer Handling, Google Reviews, Email Support, Retention & Growth

LINGUISTIC SERVICES

Medical & Legal Interpretation (OPI/VRI), Japanese Translation, Voiceover & Podcasting

OPERATIONS

HIPAA Compliance, Emergency Protocols, Facilities Management

EDUCATION

Bachelor's Degree

Delhi University (2023)

HIPAA Qualified

Healthcare Privacy Training

Medical Interpretation

80 Hours Structured Training

Japanese Training

Tsubomi Japanese School

HOBBIES & INTERESTS

- **Football:** Active player and enthusiast.
- **Music & Audio:** Audio creation, podcast production, listening to music.

Customer Experience & Feedback Specialist

2023 – Present

Food Industry / Hospitality Sector

- **Customer Handling:** Managed customer interactions via email and digital support channels, resolving inquiries with high satisfaction rates.
- **Online Reviews:** Monitored and responded to Google Online Reviews and customer feedback platforms to boost brand reputation.
- **Experience & Growth:** Analyzed feedback trends to identify service gaps, implementing retention strategies supporting business growth.
- **Digital Support:** Processed high volumes of support emails with fast turnaround times and precise team coordination.

Cafe Kitchen & Housekeeping Operations

2021 – 2023

Hospitality & Facilities Management

- Managed daily kitchen and housekeeping operations, enforcing hygiene standards, inventory tracking, and facility maintenance.