Asam Umalatov

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Qualifications:

* Associate degree in Computer Programming, Sakarya University of Applied Sciences, Sakarya, Turkey [2025]
* High School diploma, Talaea Al-Azhar Al-Sharief, Cairo, Egypt [2019]

Professional Summary:

Experienced multilingual professional specializing in cross-cultural communication, international education services, and business negotiations. Fluent in Chechen, Russian, Arabic. Speaking English and Turkish on a good level with proven expertise in facilitating complex diplomatic discussions, managing scholarship applications, and providing real-time interpretation services. Demonstrated ability to bridge cultural and linguistic gaps in academic, commercial, and administrative settings while maintaining accuracy, empathy, and professionalism under pressure.

**Core Competencies:**

* **Language & Translation:**
	+ Real-time interpretation in business & academic settings
	+ Technical & legal terminology expertise
	+ Document translation & localization
* **Customer Service:**
	+ End-to-end client support, from initial inquiry to successful outcome, ensuring clarity, trust, and satisfaction
	+ Managing expectations and delivering sensitive or difficult news with professionalism and empathy
	+ Building and maintaining long-term relationships with diverse stakeholders, including students, faculty, and business partners
	+ Navigating complex administrative systems (scholarship portals, university registration) on behalf of clients
	+ Providing tailored guidance and problem-solving in high-pressure, multicultural environments
	+ Maintaining clear, proactive communication across multiple channels (calls, messaging apps, email)
* **Administrative Skills:**
	+ Document processing & verification
	+ Portal navigation & form completion
	+ Progress tracking & reporting

**LANGUAGES:**

1. Chechen [Native]
2. Russian [Fluent]
3. Arabic [Fluent]
4. English [Advanced]
5. Turkish [Advanced]

**PROFESSIONAL EXPERIENCE:**

**•Translator & Business Negotiation Facilitator:**

 **📅 January 2025 - June 2025**

**📍 Sakarya, Turkey**

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| Served as the sole interpreter and communication bridge in high-stakes cross-border negotiations between Egyptian entrepreneur Osama Mohammed and a Russian furniture manufacturing company. Conducted real-time translation via WhatsApp group calls, ensuring precise communication of pricing discussions, product specifications, shipping logistics (sea freight and trucking), and legal contract frameworks. Successfully facilitated negotiations from initial contact to signed agreement, demonstrating expertise in industry-specific terminology and cross-cultural business practices. |

**•Customer Service & Scholarship Application Coordinator:**

 **📅 January 2024 - December 2024**

**📍 Remote**

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| Managed end-to-end scholarship application processes for Russian-speaking students seeking academic funding in Qatar and Saudi Arabia. Translated complex academic documents including transcripts, recommendation letters, and personal statements from Russian to Arabic/English using company templates. Completed detailed applications on official scholarship portals, tracked submission progress, and provided empathetic client communication throughout the process. Developed expertise in managing expectations and delivering difficult news with professionalism and compassion. |

**•Student Liaison & On-Site Translator:**

 **📅 September 2023 - October 2024**

**📍 Sakarya, Turkey**

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| Provided real-time interpretation and cultural integration support for newly arrived Chechen, Arab, and Kazakh students. Facilitated communication between students and university administration for class placement changes, teaching style concerns, and registration procedures. Despite developing Turkish proficiency, confidently engaged with professors and officials to advocate for student needs, building lasting relationships and strengthening the international student support network. |

**•Arabic Language Instructor:**

 **📅 March 2020 – May 2023**

**📍 Remote**

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| Delivered foundational Arabic language instruction to Chechen-Russian speaking students using the Al-‘Arabiyya Bayna Yadayk series, a widely respected Azhari curriculum popular in Egypt. Adapted lessons to distinguish between Modern Standard Arabic (formal, media-oriented) and colloquial expressions used in everyday conversation. Developed creative learning strategies, including recommending Arabic-language cartoons to enhance listening comprehension and cultural familiarity, even for adult learners. Provided personalized feedback, cultural context, and practical usage tips to build students’ confidence in both spoken and written Arabic. |

**KEY ACHIEVEMENTS:**

* **Successfully facilitated international furniture trade agreement worth significant value**
* **Helped numerous students secure scholarships in Middle Eastern institutions**
* **Built trusted relationships with university administration as student advocate**
* **Maintained 100% accuracy in legal and technical translations**

**REFERENCES:**

* **Islam Magomadov**

**CEO, Desharna Serlo**

kullunasanamut1990@gmail.com

* **Osama Mohammed**

**Entrepreneur**

Osamamohammed94@gmail.com

* **Abdulvahab Abdullaev**

**International Students Advisor**

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