



Sign name

Dawn Murphy

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Personal Profile

I am a dedicated BSL student currently studying for my degree in British Sign Language (Deaf Studies and Interpreting). I am looking for a part-time role that would fit alongside my university timetable.

I have many years of varied office and digital experience. I would like to support the Deaf community by taking care of essential background tasks so your team can focus on their main work.

I am happy to help with:

- Organising paper or digital files.
- Updating computer folders and naming systems.
- Document formatting with accessibility checks.
- General office tasks.



Core Skills

Communication & Language

- BSL Level 3: Actively developing fluency through formal degree studies and upcoming community engagement.
- Empathy: Extensive experience providing one-to-one support and guidance to individuals with diverse needs, including sight loss and the elderly.
- Intercultural Understanding: 16 years of workplace experience in South Africa; adept at navigating multi-lingual environments and mediating between different communication styles to ensure mutual understanding.

Professionalism & Ethics

- Confidentiality & Compliance: Years of experience handling sensitive financial, medical, and immigration documents with strict adherence to privacy policies.
- Safeguarding: Certified in safeguarding protocols, ensuring the protection and wellbeing of vulnerable clients.
- Adaptability: Demonstrated ability to thrive in various sectors, from healthcare and social care to recruitment and high-tech environments.

Operational & Digital Proficiency

- Technical Literacy: Advanced skills in digital tools, including Google Workspace, project management software (Jira, Trello), and web development.
- Organisation & Coordination: Strong background in managing complex administrative systems, budgets, and clinical support operations.



Industry Sector Experience

- Social Care & Community: 6+ Years (Sighted Guide, Outreach Support, Elderly Care).
- Healthcare Administration: 4+ Years (Lead Clinical Support, Website Maintenance).
- Professional Services & Finance: 8+ Years (Insurance Admin, Accounts Payable & Receivable, Investment paperwork).
- Creative & Tech: 6+ Years (Freelance Design, Web Development, Digital Marketing).
- Tourism & Logistics: 4+ Years (Rooms Management, Front Office, Warehouse).



Training & Education

- 2026: Emergency First Aid at Work
- 2025 – 2028: BA (Hons) British Sign Language (Deaf Studies and Interpreting), University of Wolverhampton
- 2024 – 2025: British Sign Language (BSL) Level 1, Wolverhampton Adult Education Services
- 2024 – 2025: Software Development Diploma, Local Education And Development (LEAD)
- 2024: The Care Certificate, Home Instead Ltd
- 2024: Level 2 Food Hygiene and Safety for Catering, High Speed Training Ltd
- 2024: Introduction to British Sign Language (BSL), Wolverhampton Adult Education 2023: Level 2 Safeguarding, The Guide Dogs for the Blind Association
- 2022: Level 4 Digital Marketing, Local Education And Development (LEAD)



Volunteer & Community Impact

- Wolverhampton LGBT+, Activity facilitator: welcoming participants, and ensuring safe and inclusive environments.
- Sandwell Irish Community Assoc., IT: Implemented Google Workspace to streamline work processes and provide online resources within budget.
- Guide Dogs for the Blind, Sighted Guide: Provided independence-focused support for individuals with severe visual impairments.



References

Ruth Langard, BSL Lecturer, University of Wolverhampton, R.Langard2@wlv.ac.uk

Andrea Price, Home Instead, andrea.price@wton.homeinstead.co.uk / 01902 745 815