

Contact

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Top Skills

Information Security

General Data Protection Regulation
(GDPR)

Punctuality

Certifications

HIPAA Compliance for Remote
Interpreters

LLTI Additional NHO Contractor OSL
Mobile New Hire Orientation Web
Lessons

Certified Trainer

Ma'en Alnsoor

Arabic ↔ English Language Specialist | Founder of Torjoman UK |
Translation & Interpreting Consultant
United Kingdom

Summary

Ma'en Alnsoor is a seasoned Arabic–English language expert with over two decades of experience serving both the UK and Jordanian markets. Since 2000, he has provided trusted translation and interpreting services to a wide spectrum of clients—ranging from public institutions to corporate entities and private businesses. His name is recognised and accepted across official departments in both countries.

Recently, Ma'en has expanded his services internationally, building a strong, diverse client base while upholding his long-standing professional affiliation with the Chartered Institute of Linguists (CIOL).

Operating under the trading name Torjoman in the UK, Ma'en is committed to positioning his brand as the go-to provider for high-quality Arabic–English language services. In Jordan, his business trades as حرف و قلم للترجمة, a certified and endorsed translation firm.

Driven by a passion for excellence and growth, Ma'en is leading a growing team of Arabic–English language specialists to deliver timely, accurate, and cost-effective services worldwide. His operations are structured to support a global clientele, with a strong emphasis on reliability and client care.

He is also deeply invested in the development of the profession—having successfully trained numerous translators in the art and ethics of remote interpreting (OPI/VRI). His next milestone: launching a specialised remote interpreting call centre in Jordan, powered by a team of like-minded professionals.

If you're seeking a strategic enabler, multilingual consultant, or accomplished language services provider, look no further than Ma'en Alnsoor.

Experience

Torjoman

Proprietor

April 2021 - Present (4 years 9 months)

United Kingdom

Ma'en has launched his new Arabic ↔ English translation and interpreting agency, TORJOMAN (<http://torjoman.co.uk>), in collaboration with a team of highly qualified and experienced Arabic linguists. TORJOMAN offers a broad range of language services including interpreting, translation, subtitling, voice-over, cultural consultancy, training and assessment, proofreading, and transcription. The firm primarily serves the legal sector, businesses, and local government bodies.

With over two decades of experience—dating back to 2000—Ma'en is a seasoned expert in immigration, criminal, civil, asylum, and police and court interpreting. His professional background also spans social work, homelessness, education, housing, and charitable sectors, making his expertise both deep and versatile.

He has contributed to numerous high-profile criminal cases, collaborating with prominent clients such as Aamer Anwar, and has supported many VPR (Vulnerable Persons Resettlement) families across more than eight regions in England and Scotland. Ma'en's work is widely recognised for its quality and impact. Known for his ability to solve complex problems and empower clients, he stands out as a linguist with a truly client-focused approach.

To maintain linguistic excellence, Ma'en regularly spends time in Arab countries—particularly Saudi Arabia, Jordan, Palestine, and Egypt—ensuring his Arabic remains both contemporary and regionally adaptive. This immersion has shaped a distinctive, pan-Arabic dialect that resonates with speakers across the Arab world.

Today, Ma'en is a trusted language expert for numerous agencies across the UK and beyond, continuing to deliver services that add genuine value to every client he works with.

My Language Connection Ltd
Senior Language Consultant
August 2020 - Present (5 years 5 months)
England, United Kingdom

Facilitate high-level consecutive interpreting for Arabic and English across the Medical, Legal, and Local Government sectors.

Bridge linguistic and cultural gaps for individuals with English as an Additional Language (EAL), ensuring total accuracy during complex information exchanges.

Maintain strict adherence to GDPR, data protection acts, and industry-specific confidentiality protocols when handling sensitive information.

Manage high-volume call environments, consistently maintaining professional composure and providing exceptional customer service.

Utilise active listening and cultural mediation skills to resolve misunderstandings and ensure clear communication between all parties.

Musk Quran Project cic
Freelance Preacher and Lecturer
August 2017 - Present (8 years 5 months)
Huddersfield, England, United Kingdom

Ma'en has been appointed as the Director of Musk Quran Project cic since inception in order to deliver life changing social, educational, and physical activities within Kirklees and Calderdale.

Ma'en is currently delivering the following services:

1. Two Monthly Friday Sermons
2. Teaching the holy Qur'an to local people on Huddersfield
3. Conducting Marriage Ceramones
4. Helping others memorise the Holy Qur'an
5. Running males only swimming session in Huddersfield
6. Performing wet-cupping therapy for new and regular clients

7. Consultancy, Advice and Counselling services
8. Posting relevant topics regularly on Social Media

Prestige Network Ltd

Public Service Interpreter

December 2015 - Present (10 years 1 month)

Glasgow, Scotland, United Kingdom

Facilitate high-level consecutive interpreting for Arabic and English across the Medical, Legal, and Local Government sectors.

Bridge linguistic and cultural gaps for individuals with English as an Additional Language (EAL), ensuring total accuracy during complex information exchanges.

Maintain strict adherence to GDPR, data protection acts, and industry-specific confidentiality protocols when handling sensitive information.

Manage high-volume call environments, consistently maintaining professional composure and providing exceptional customer service.

Utilise active listening and cultural mediation skills to resolve misunderstandings and ensure clear communication between all parties.

Clear Voice Interpreting Services

Telephone Interpreter

September 2015 - Present (10 years 4 months)

Dover, England, United Kingdom

Facilitate high-level consecutive interpreting for Arabic <> English across the Home Office AIRE contract providers such as, #Migrant_Help and #Reed_in_Partnership.

Bridge linguistic and cultural gaps for individuals with English as an Additional Language (EAL), ensuring total accuracy during complex information exchanges.

Maintain strict adherence to GDPR, data protection acts, and industry-specific confidentiality protocols when handling sensitive information.

Manage high-volume call environments, consistently maintaining professional composure and providing exceptional customer service.

Utilise active listening and cultural mediation skills to resolve misunderstandings and ensure clear communication between all parties.

LanguageLine Solutions UK

OPI qualified Arabic Interpreter

January 2015 - Present (11 years)

Manchester, England, United Kingdom

Primary Responsibilities

Facilitate real-time interpreting over the phone between Arabic and English in various settings (legal, medical, public services, etc.).

Accurately and faithfully render messages between Limited English Proficient (LEP) clients and English-speaking professionals.

Maintain strict confidentiality and adhere to ethical standards in all interactions.

Use appropriate tone, grammar, and cultural references to ensure mutual understanding.

Common Settings

Law enforcement (e.g. police departments, probation services)

Courts and legal offices

Immigration services (Home Office, asylum interviews)

Healthcare settings (hospitals, GPs, emergency services)

Local authorities and social services

Additional Duties

Remain calm and neutral even during emotionally charged or complex calls

Manage time efficiently during calls and follow LLS protocols

Use LLS's remote systems/platforms effectively

Attend occasional quality checks or performance reviews

thebigword

Qualified Arabic Interpreter

November 2015 - Present (10 years 2 months)

Leeds, England, United Kingdom

Facilitate high-level consecutive interpreting for Arabic and English across the Medical, Legal, and Local Government sectors.

Bridge linguistic and cultural gaps for individuals with English as an Additional Language (EAL), ensuring total accuracy during complex information exchanges.

Maintain strict adherence to GDPR, data protection acts, and industry-specific confidentiality protocols when handling sensitive information.

Manage high-volume call environments, consistently maintaining professional composure and providing exceptional customer service.

Utilise active listening and cultural mediation skills to resolve misunderstandings and ensure clear communication between all parties.

Language Empire

Police Interpreter

August 2017 - January 2020 (2 years 6 months)

Rochdale, England, United Kingdom

NHS Greater Glasgow and Clyde

Interpreter with Diploma

August 2016 - July 2019 (3 years)

Glasgow

Providing NHS Glasgow and Clyde with professional Arabic Language Services to its various faculties including but not limited to:

- GP surgeries
- Hospitals
- Dental Practices
- Community Health
- Mental Health
- Assessments
- Many others

Dealing and coping with very emotionally stressful situations and people.

Providing last minutes, evening and weekend services on behalf of NHS G & C.

Building and updating a specialised dictionary.

Organisational and time management skills are inseparable to my assignments.

Maintaining professional conduct whilst observing organisational rules of the NHS.

Regularly reporting to head of department.

Attending CPD seminars and course.

Effective communication both verbally and in writing.

Glasgow City Council
Chartered PSI (Arabic Interpreter)
November 2000 - March 2018 (17 years 5 months)
Glasgow

Providing on-Site and over the telephone interpreting services to various GCC departments and clients in various domains such as: education, social work, health, charities, housing, homelessness, legal etc..

Dealing with last minute assignments.

Building a specialised bank of vocabularies.

Able to deal with difficult situations and stressful limited English speakers.

Global Connects Language Services
Interpreter
October 2015 - August 2017 (1 year 11 months)
Glasgow, Scotland, United Kingdom

Qualified Court interpreter

جامعة الماجماه | Majmaah University

Business Lecturer

November 2010 - August 2013 (2 years 10 months)

Saudi Arabia

Teaching degree course in business and management

planning courses

contributing to departmental meeting

contributing in faculty professional developments

attending university wide conferences and seminars

coordinating work between departments and quality assurance unit

assisting college Dean with faculty tasks on regular basis

College Ibn Rush for Management Studies

Faculty Member

September 2009 - September 2010 (1 year 1 month)

Abhā, 'Asir, Saudi Arabia

Business and Management Lecturer

Researcher

Advisor to College Dean (Dr Sha'bee)

Consultant on a number of Scientific Committees

Contributor to the First Human Development Conference in Abha - KSA in 2010

Access Consultants UK Ltd

Managing Director

March 2003 - October 2008 (5 years 8 months)

Glasgow, Scotland, United Kingdom

Developed agency Access Language Services in Glasgow - Scotland.

UK Home Office

Immigration Interpreter

August 2006 - September 2008 (2 years 2 months)

Glasgow, Scotland, United Kingdom

Asylum interviews at Glasgow Festival Court.

Scottish Refugee Council

Caseworker

February 2004 - May 2004 (4 months)

Glasgow, Scotland, United Kingdom

Caseworker to Asylum seeking clientele under the new NASS contract.

Contributed to the weekly Edinburgh Asylum Support Surgery

Glasgow Refugees Action Group

Secretary

January 2000 - November 2002 (2 years 11 months)

Glasgow, Scotland, United Kingdom

Advocacy, Human Rights, Immigration Advice, Problem Solving, Chairing

Meetings and many other functions.

Education

University of Glasgow

Master of Business Administration - MBA, Business · (2006 - 2008)

CIOL - Educational Trust

Diploma in Public Service Interpreting (Scottish Law), Interpreting and

Translation in Law · (2015 - 2016)

Glasgow Caledonian University

Bsc, Computer Systems Networking and Telecommunications · (2001 - 2003)

Zad Academy - SAUDI ARABIA

Advanced Diploma, Islamic Sciences · (November 2021 - December 2023)

Zad Academy

Diploma in Islamic Studies, Islam · (January 2022 - December 2023)