

CLIENT PROJECT

DESIGN COMPLETE

InterpAssist

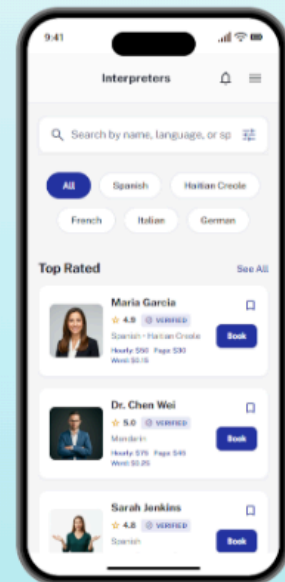
Language Services

Interpreter connection platform for video, phone, and in-person sessions. Full design complete, development underway.

InterpAssist The Bridge Between Languages

BOOK. TRANSLATE. COMMUNICATE.

The professional interpretation marketplace. Connect with the world and speak any language instantly. We bridge the gulf between people through seamless, human-powered interpretation services.



63

SCREENS DESIGNED

3

SESSION TYPES

2-Way

MARKETPLACE

TIMELINE	KEY RESULT	TECH STACK
Design complete — development in progress	63 production-ready screens designed and validated	<div style="display: flex; flex-wrap: wrap; gap: 10px;"> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px;">TypeScript</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px;">React</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px;">Next.js</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px;">PostgreSQL</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px;">Stripe Connect</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px;">Docker</div> </div>

The Problem

Connecting clients who need interpreters with qualified professionals is fragmented. Clients struggle to find verified interpreters on short notice, and interpreters lack a professional platform to manage bookings, payments, and reviews.

- ! Platforms built for finding qualified interpreters without insight from a practitioner in the industry
- ! Payment handling is manual and inconsistent
- ! No standardized booking flow for video, phone, or in-person sessions
- ! Both sides lack a review system to build trust and accountability

The Approach

A two-sided marketplace needs both supply and demand to work. The platform is designed to make onboarding frictionless for both interpreters and clients, with Stripe Connect handling the payment complexity.

- | | |
|---|--|
| <ul style="list-style-type: none"> ✓ Separate onboarding flows for clients and interpreters | <ul style="list-style-type: none"> ✓ Stripe Connect for split payments and interpreter payouts |
| <ul style="list-style-type: none"> ✓ Unified booking system supporting video, phone, and in-person session types | <ul style="list-style-type: none"> ✓ Two-sided review system where both parties rate each other |

INTENTIONALLY LEFT OUT

Real-time video calling deferred so that the MVP focuses on booking and connecting, with sessions happening on existing platforms (Zoom, phone). Video integration planned for v2.

The Solution

A complete marketplace platform designed for clients to search interpreters by language, availability, and session type. 63 screens covering every user flow from onboarding to payment to reviews.

- ✓ Client and interpreter onboarding with verification
- ✓ Search and filter by language, session type, and availability
- ✓ Real-time booking with calendar integration
- ✓ Stripe-powered payments with automatic interpreter payouts
- ✓ Two-sided review system with ratings
- ✓ Messaging between clients and interpreters

Technical Highlights

Stripe Connect architecture designed for complex split payments, platform fees, and interpreter payouts

Booking system supports three session types with different pricing and logistics

Profile verification workflow ensures quality on both sides of the marketplace

The Results

Full design phase complete with 63 production-ready screens. Development is in progress with a structured cycle roadmap.

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Lessons & Takeaways

Marketplace trust requires both sides

A two-sided review system is essential from day one. Without it, neither clients nor interpreters will feel comfortable committing to bookings.

Payment complexity is underestimated

Split payments, refunds, cancellation policies, and payout timing add significant complexity. Stripe Connect handles the heavy lifting but requires careful architecture.

Onboarding is the product

The first 5 minutes determine whether someone stays. Design invested disproportionate time on the onboarding flow 16 screens dedicated to getting both sides through their first experience.

Have a Similar Challenge?

Let's talk about how I can help solve it.

[Start a Conversation](#)