

Jo Hughes

Business, Language & New Media Support | Dutch | English | Female | 41

Experience

Feb. '08 – Present | Flow Productions | YVA: Your Virtual Assistance

London, UK

Writer, Translator & Virtual Assistant

Providing freelance services to corporate and private clients.

- Virtual support: (secretarial, administration, (audio)typing, proofreading etc.)
- PA/admin/secretarial services & office management (on-site and remote)
- Social media support (develop/manage Twitter accounts, Facebook pages, LinkedIn profiles and WordPress websites; train people to use social media)
- Writing (anything from product descriptions for (online) stores to personal letters to entire staff manuals)
- Document production (for electronic use as well as hardcopy mailings and book(let)s etc.)
- Translation (Dutch to English and English to Dutch) and proofreading of other people's translations
- Transcription (Dutch and English; audio and video recordings ranging from legal or medical dictation and university lectures to media broadcasts)
- etc.

Apr. '16 – Aug. '16 | Wolters Kluwer

London, UK

Product Support Specialist (Health Learning, Research & Practice)

Providing technical support to customers on digital products (medical databases/platforms including Ovid.com, LWW.com, OnDemand.org and others), making customisations to user (group) interfaces when requested, creating/editing landing pages for institutions, collating usage statistics, etc.

Feb. '15 – Mar. '15 | Smiley Company

London, UK

Project Manager & PA to CEO

Project Management of external tradeshows and internal IT projects, PA, Marketing & HR Admin support.

Nov. '05 – Feb. '08 | Electronic Data Systems (EDS)

London, UK / Virtual

Executive Assistant / Admin Assistant

PA to the successive Business Managers of Applications Services, Field Operations, EMEA (ASFO EMEA) and their Business Management Office (BMO).

In May 2008 EDS became HP Enterprise Services, a wholly owned subsidiary of Hewlett-Packard (HP).

Jan. '89 – Nov. '05 | Various Organisations

Netherlands & United Kingdom

Various Roles

Worked in a variety of part-time and full-time jobs – mainly on temporary contracts; roles included nanny, tour guide, shop assistant, cleaner, holiday rep, mail room assistant, customer service representative, clerk, administrator, copywriter/editor, secretary, medical secretary, legal secretary, document production specialist, training assistant, marketing assistant, change management consultant, receptionist, sales support admin, legal assistant, personal assistant (PA), executive assistant (EA), executive PA, executive secretary and office manager.

Further experience listed on uk.linkedin.com/in/johughes

Education

Aug. '94 – May '96 | Stenden University

Leeuwarden, NL

HBO (Higher Business Education) (Pre-Degree)

Vrijetijdskunde (Leisure Management)

Stenden University was formerly known as Christelijke Hogeschool Noord-Nederland (CHN); the Propaedeutical Certificate obtained is a Pre-Degree comparable to a Foundation Degree (UK) or Associate's Degree (US).

Aug. '93 – Jul. '94 | DASGA Comprehensive School for Adults

Amersfoort, NL

MEAO (Intermediate Business Education) (Certificates)

Accelerated course* (Dutch, English, Economics, Business Economics, Administration & Commerce)

DASGA Comprehensive School for Adults has since become part (and taken on the name) of ROC Midden-Nederland; education in the Netherlands has since seen a number of reforms, meaning the course as described no longer exists; the type/level of education was equivalent to a BTEC Certificate (UK) or Community College Certificate (US).

*Three years condensed into one

Aug. '87 – Jun. '93 | Schothorst/Thorbecke College

Amersfoort, NL

HAVO (Senior General Secondary Education) (Diploma)

Dutch, English, French, German, Geography, History, Economics

Schothorst/Thorbecke College has since been renamed twice: first to Vallei College and later to 't Atrium; the HAVO diploma compares to seven GCSE A-Grades (UK) or a High School College Preparatory Diploma (US).

Language Skills

Dutch | ^{Mother tongue} | English | ^{Native level} | German | ^{Conversational} | French | ^{Very basic} | Spanish | ^{Very basic}

Computer Literacy

Windows OS | ^{Advanced} | Mac OS | ^{Advanced} | MS Office (Word, Excel, PowerPoint, Outlook) | ^{Advanced}

Also exposure to Adobe Photoshop, Lotus Notes, Oracle, SAP, Xero, SugarCRM, SalesFUSION, Salesforce, Smartsheet, HTML and WordPress

Personal Interests

Learning | Music | Films | Reading | Social Networking | Writing