

# Jo Hughes

## Business & Language Support

### Experience

Feb. '08 – Present | **Flow Productions | YVA: Your Virtual Assistance** London, UK

#### **Writer, Translator & Virtual Assistant**

Providing freelance services to corporate and private clients.

- PA/admin/secretarial services & office management (on-site and remote)
- Social media support (manage social media accounts and WordPress websites; train people to use social media)
- Professional writing (product descriptions, personal letters, company procedures, staff manuals, etc.)
- 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
- Transcription (Dutch and English; audio and video recordings)
- etc.

Feb. '19 – Oct. '19 | **CNA Hardy (Lloyd's syndicate)** London, UK

#### **Product Development Assistant**

Multilingual document control/creation/editing; Exari™ migration/integration.

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: tour guide, retail assistant, customer service representative, administrator, secretary, document production specialist, marketing assistant, change management consultant, PA, EA, executive PA and office manager.

**Further experience listed on [uk.linkedin.com/in/johughes](https://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

## Computer Literacy

**Windows OS** | Advanced | **Mac OS** | Advanced | **MS Office (Word, Excel, PowerPoint, Outlook)** | Advanced

Also exposure to Oracle, SAP, Xero, Salesforce, Smartsheet, HTML and WordPress

## Personal Interests

Learning | Music | Films | Books | Podcasts