

# Jo Hughes

Business Support, Transcription & Translation

## CONTACT

### WEBSITE

flowpr.co.uk

### LINKEDIN

linkedin.com/in/johughes

### XING

xing.com/profile/jo\_hughes

### POWERTOFLY

powertofly.com/talents/joh

## SKILLS

### LANGUAGES

**Dutch** (mother tongue)

**English** (native level)

**German** (basic level)

### SOFTWARE/IT

Microsoft Windows

MacOS

Microsoft Office

WordPress

HTML

Smartsheet

Xero

Salesforce

### OTHER

Administrative Support

Professional Writing

Document Production

Transcription

Translation

## CLEARANCES

**Settled Status** (Indefinite Leave to Remain in the UK)

**DBS Clearance** (Enhanced, May 2020)

## EXPERIENCE

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Flow Productions | YVA: Your Virtual Assistance

### Translator & Virtual Assistant

London, United Kingdom; February 2008 – Present

- ✓ PA/admin/secretarial services & office management (on-site and remote)
- ✓ Social media support (creation and management of 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.

CNA Hardy (Lloyd's Syndicate 382)

### Product Development Assistant

London, United Kingdom; February 2019 – October 2019

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

Wolters Kluwer Health Learning, Research & Practice

### Product Support Specialist

London, United Kingdom; April 2016 – August 2016

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

Smiley Company

### Project Manager & PA to CEO

London, United Kingdom; February 2015 – March 2015

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

Electronic Data Systems (EDS) (later HP Enterprise Service, nowadays DXC)

### Executive Assistant & Admin Assistant

London, United Kingdom; November 2005 – February 2008

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

Various Organisations

### Various Roles

The Netherlands & United Kingdom; January 1989 – Present

Mostly temporary contracts; roles including but not limited to tour guide, retail assistant, customer service representative, clerk/teller, cleaner, administrator, secretary, transcriptionist, document production specialist, marketing assistant, consultant, legal assistant, personal assistant, executive assistant, and office manager.

## EDUCATION

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Christelijke Hogeschool Noord-Nederland (CHN) (nowadays  
NHL Stenden University of Applied Sciences)

### Higher Business Education, Leisure Management

Leeuwarden, the Netherlands; August 1994 – May 1996

Propaedeutical certificate equivalent to Associate Degree (US) or Foundation Degree (UK).  
(Dutch: HBO Vrijetijdskunde)

DASGA Comprehensive School for Adults (nowadays ROC Midden-Nederland)

### Vocational Certificates, Intermediate Business Education

Amersfoort, the Netherlands; August 1993 – May 1994

(Dutch: Deelcertificaten versneld (éénjarig) MEAO)

Schothorst/Thorbecke College (later Vallei College, nowadays 't Atrium)

### General Secondary Education

Amersfoort, the Netherlands; August 1989 – May 1993

(Dutch: HAVO)