

Celia S. Read

Providing a Rainbow of Remote & Virtual Services

Personal Details

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Photograph: Dec. 2010

Profile & Work Ethic

Creative, efficient, ethical, hard working, positive mental attitude (not the other PMT!), tenacious, versatile, and well-organised. Approaches everything with honesty and integrity. A highly effective communicator with a sharp eye for detail and an excellent command of English language. A consummate administrator and negotiator. Has an enquiring and “can-do” mind which loves to research and learn; and (so importantly) GSoH – loves to laugh and proud to be slightly eccentric!

Technical Skills

Highly computer literate, with advanced expertise in all Windows Operating Systems, and particularly accomplished in Microsoft Office Software (Access, Excel, Outlook, PowerPoint, Publisher, and Word). Experienced in Apple Mac and Linux platforms, encompassing highly successful Data Recovery techniques.

Expert in many other software categories, such as Accounts and Payroll, Graphics, Multimedia, and Web (deploying both proprietary and open source applications, such as various Adobe products, Audacity, AVIdemux, Calibre, FileZilla, GIMP, LibreOffice, Mozilla products, Paint.NET, Quickbooks, and Sage, to name but a few).

Highly accomplished in Database and Mass Communication techniques, especially Mailmerge to print-run and eMail; multimedia Web Design and maintenance, including SEO; DTP and Graphic Design; digitizing of static materials for eBook/eMagazine design and publication.

Vastly experienced in internet-related protocols and networking. Adept hardware technician and troubleshooter, with basic electronics expertise – if a component can be viably repaired instead of replaced, I will attempt to do so.

To relax, I love to assess freeware and open source software applications as alternatives to commercial-ware, and to research and learn ever-changing web and graphic protocols and disciplines; I am also (slowly) writing a humorous book on the “university of life” which I plan to self-publish, interspersed with promoting the rights of animals and the importance of environmental issues on social media.

Career, Experience & Volunteerism

Dec. 2017-Now

Humanistic Solidarity Association (St. Lucia-Cuba)

Volunteer Administrator & Web Designer | Honorary Member

Cap Estate, St. Lucia, W.I.

On attending a 100 Women Who Care charity event in July 2017, I met Marlene Alexander, President of HSA, an NGO with socialist values aligned with and advocating cordial relations with Cuba. Having offered my services, I was first charged with creating a graphical Christmas Invitation Card for the Society's Executive, their Members, and the Cuban Embassy. Since then, I have assisted in organising their annual fundraising International Women's Day dinners, creating and managing the multimedia digital presentations on the night; I helped to expedite travel arrangements for their Cuban May Day Tours, providing promotional materials, legal documentation, and a digital flip-book online Itinerary; I have designed numerous promotional posters and associated tickets for various events, including a Farewell Party for the outgoing Cuban Ambassador. I created a Facebook page with suitable graphics depicting the Society's mission; I also devised the Society's new Logo, and developed and published the [HSA website](#), the content of which I continue to manage.

Jan. 2015-Now

Sports Academy (St. Lucia)

Volunteer, Trustee & Treasurer, Volunteer

Cap Estate, St. Lucia, W.I.

In January 2015, I joined Sports Academy (St. Lucia) Charitable Trust as a volunteer administrator, fundraiser, and graphic designer, in my 'spare time'. Sports Academy works with and supports disadvantaged children and those at risk – teaching, entertaining, and challenging budding athletes in new sports disciplines, exposing them to a broad range of opportunities in life, education, and sports.

My main roles have been in graphical design of promotional materials to commercial print standard, administrative communication with parents, suppliers, and sponsors, accounts and credit control, database design and maintenance, digital media creation, event organising, fundraising, policy and procedural writing and implementation, and general office administration.

- In April 2016, I was invited to join the Executive Board as Administrative Trustee, continuing to discharge all administrative functions in a volunteering capacity, but with the greater responsibility of Trusteeship.
- In December 2016, I was also appointed Treasurer to the Board of Trustees, expanding my existing role as accounts administrator to that of the Charity's Financial Controller. On 9 January 2017, with the loss of our Marketing & PR Trustee, having the relevant IT skills, I additionally assumed that role, maintaining our Facebook and YouTube accounts and article writing for glossy magazines.
- On 5 May 2017, I resigned from the Executive, but have continued to maintain Social Media and create promotional materials as a Volunteer.
 - **Successes:** I formed positive relationships with the decision-makers of several large and international corporate entities, achieving multiple donations of many thousands of dollars towards funding of the Charity's operations, in addition to the free supply of normally chargeable goods and services. I also negotiated the award of an annual School Scholarship programme.

**Career,
Experience
& Volun-
teerism**
Continued

Jan.2010-Now **Animal Welfare Volunteer** *Cap Estate, St. Lucia, W.I.*
Adopter & Foster Carer

In January 2010, in long-held deep concern for nature, ecology, and animals in particular, I became a volunteer foster-carer, collaborating with the St. Lucia Animal Protection Society (SLAPS) to rescue, rehabilitate, and re-home street animals for them, and in my own right. I have written articles and stories which, in collaboration with a local Vet, I hope to use in an education programme in the proper care and welfare of animals in St. Lucia and further afield.

- **Successes:** To date, I have rescued 24 dogs, finding homes for 11, sadly lost nine to disease and old age, and still care for four. I have rescued 31 cats (the majority from probable death), sadly lost ten (two elderly and several new-borns and pre-weaned) and another was stolen; I also caught, neutered and released one feral Tom to his territory, and I still have nineteen beautiful cats in my care.

Jan.2009-Dec.2015 **Grow Well Inc. Children's Charity** *Gros Islet, St. Lucia, W.I.*
Self-catering Guest House & Apartments

Since 2009, I have involved myself deeply in community projects, becoming a long-term volunteer with the Grow Well Inc. Library in Gros Islet, assisting local school children with their reading skills and homework, helping with fund-raising functions, and using my specific skills to design, implement and maintain a database of members to automate reporting and production of photo membership ID cards in a singularly successful project to reinvigorate the fast-depleting membership and prevent Library closure.

- **Successes:** Instrumental in increasing Library membership by providing on-demand Photo ID Cards, and maintaining accurate data to produce timely reporting for efficient Library administration.

Apr.2007-Now **Tizwoz~Solutions Limited** *Cap Estate, St. Lucia, W.I.*
Computer Consultant

Although semi-retired since emigrating from the UK to Saint Lucia in 2006, example contracts and projects I have undertaken include:

- digitization of nine magazine titles and client-hosted publication for a publishing house in Barbados;
- website design for UK and ex-pat clients, and a local charity;
- computer security advice and software installation;
- computer repairs and software installation and maintenance;
- installation, set-up, and maintenance of proxy and VPN services for Windows and Mac;
- remote troubleshooting, email client and software installation and maintenance;
- various promotional graphics for local charities and business;
- web hosting service for property promotion.

Nov. 2006–Apr.2007 **Sundale Guest House** *Sunny Acres, St. Lucia, W.I.*
Manager, Self-catering Guest House & Apartments

Assumed temporary management of guest house with five multi-occupancy self-catering letting rooms and two apartments on 50% profit-share basis as security in absence of Proprietors. Involved administering bookings, interaction with customers and suppliers, negotiation of rentals to ensure successful maintenance of business in a very competitive environment, cash handling, and management of two permanent staff, including fortnightly payroll and taxation; also the purchase of supplies, payment of suppliers' bills, maintenance of Sales and Purchase Ledger Accounts, and End of Period reporting to Proprietor.

Sep. 1999–Oct. 2006 **Tizwoz~Solutions** *Badingham, Suffolk, UK*
Administrative Partner, Computer Consultancy & I.T. Services

Collaborated with electronics engineer partner to merge our multi-discipline expertise in hardware and software to establish a successful Partnership, building, supplying and maintaining Windows and Linux platform PCs and servers and wired and wireless networks in both commercial and private environments.

- **Successes:** Personally placed the computer consultancy on a firm footing within the community with effective frontline marketing, successfully communicating with potential clients, and negotiating lucrative long-term contracts, including:
 - a **National Government-funded Project** to implement and maintain a **Wireless WAN** throughout six remote rural villages via church towers, covering an area of some 160 square miles;
 - supply and installation of a **Community I.T. Education Facility** in a newly extended village hall, which lead to:
 - a) referrals to local government authorities and several **long-term School Contracts**; and,
 - b) a **recurring I.T. Training Project** for a **Charity for people with learning disabilities**, and subsequent system supply to enthusiastic students;
 - long-term **retained Administration, Accounts, and Telecommunications Contracts**, both on- and off-site and via remote access.
- As our reputation for excellence grew, our business flourished by word-of-mouth referral. Duties included:
 - All day-to-day **business administration**, encompassing: accounts and all taxation functions; data collation and maintenance; correspondence; stock control, and sales and purchase administration; credit control; banking, etc.
 - Tendering and negotiating for **contracts**.
 - **Hardware and software troubleshooting**. Technical, network, and telephone support.
 - **Internet, broadband, and email** service set-up and end-user instruction.
 - **Security advice** and software and/or hardware supply and installation.
 - **Systems analysis** and consultation, leading to supply of hardware, software, and peripherals. Introducing and establishing SME administrative systems relating to general administration, accounting functions, marketing tools, etc.
 - One-to-one and classroom **end-user training** from entry to advanced level in Microsoft, Sage, and many other industry-standard products. Technical support of same.
 - **Website** concept, design, management, and ongoing SEO.

**Career,
Experience
& Volun-
teerism**
Continued

- A few examples of on- and off-site contracts personally undertaken:
 - A long-term retainer by **telecommunications company** to supply on-demand remote access configuration and management of third-party Panasonic PBX telephone systems over dedicated ISDN dial-up service.
 - Organisation and running of an **I.T. School** for Windows applications and internet/email protocols for entry-level and intermediate students on behalf of a local charity for mentally and socially disadvantaged persons.
 - Corrupted **Quickbooks accounts** recovery and correction of Nominal Ledger to reflect Artist client's business, and continued maintenance contract until bookkeeper recruited.
 - Long-term contract with a **motor racing promotion company**, encompassing: Hardware and software advice and supply. CRM database and systems implementation within MS Office Outlook/Word/Publisher. Year-on-year Excel financial multi-database manipulation for management reporting. Promotional material design and creation. The technical writing, DTP artwork, layout, and submission to publishers in commercial print-ready A3 format of a 212-page motor-racing manual, updated annually. Cash-handling and banking. Design and implementation of a Sage accounts system for handling a cash-based turnover of c.£1.5m (c.US\$2.5m), and associated payroll systems for c.250 casual and permanent staff. Managing the handover to, and training of, in-house staff.
 - Database management, membership administration, and Sage accounts for a **farming client**.
 - Creation of **catering company** artwork and stationery, development and implementation of menu database and automated quotation system.
 - Set-up from inception of satellite administrative office for **London firm of tree surgeons**, from selection and purchase of furniture and computer equipment to initiation of some administrative functions. Implementation of accounting and credit control procedures, including initial client liaison and resolution of existing disputes.
 - Telesales cold-call appointment generation for a **business solutions firm**.
 - The research, writing, and publication of an **instruction and technical manual** for an inventor's Barcode Reader.

Other Occupations

London, Essex, Derbyshire & Suffolk

- Self-employed Computer Consultant and Office Administrator on several retained contracts, trading as Shelley Business Solutions, Suffolk.
- Part-time Fund-raiser in East Anglia for Global Cancer Concern's national team, helping raise £20m for a Macmillan Nurse training centre in Oxford.
- Property owner and developer, hotel and holiday cottage owner and manager, Essex and Derbyshire.
- Freelance Secretary and Personal Assistant, rising to Computer Administrator and I.T. Troubleshooter in City of London for Drake International.
- Dental Surgery Assistant, London.

Education

Tertiary Education Ipswich & Sudbury Business Enterprise Centre & Suffolk College Ipswich, Suffolk

Business Management

- Business Planning and Strategy (x2)
- Tax and Financial Control
- Research and Marketing
- Sales and Negotiation
- I.T. in Business

Tertiary Education Microtech Computer Services Norwich, Norfolk

'C' Programming

- NVQ Level III 'C' Programming
- NVQ Level III Systems Analysis
- NVQ Level II Program Design Techniques
- NVQ Level II Database Methods

Tertiary Education City College, Norwich Norwich, Norfolk

BA (Hons) Degree in Business Studies (First Year only)

- Accounting 67%
- Business Context (Economics) 69%
- Business Law n/k
- Business Structures 40%

Tertiary Education London Academy of Stenotyping London

RSA Level II Courtroom Stenography

Tertiary Education Tottenham Technical College London

DSA (Dental Surgery Assistance)

Secondary Education Highweek School for Girls' Newton Abbot, Devon

Interests
(a-z)

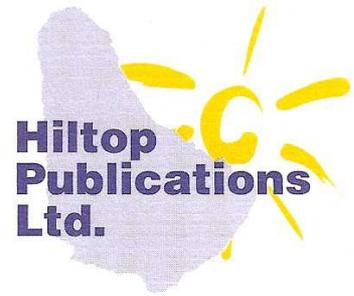
- Alternative stand-up comedy
- Animal welfare and husbandry education
- Antique furniture and objets d'art
- Architecture and interior design
- Blues, Jazz, Motown, R&B, and Soul Music
- Books
- British drama
- Community volunteering for children and animals
- Computers and technology
- Cooking and nutrition
- Creative writing
- Current and world affairs, and politics
- Ecology and nature
- Psychology and inspirational materials
- Radio plays/drama
- Walking

Referees

Mr. James Crockett Jus' Sail PO Box RB2472 Rodney Bay, Gros Islet St. Lucia West Indies eMail: jamesdcrockett.2020@gmail.com	Mrs. Sally Eaton Bridgestone B-Select-Morley 1/10 Marchant Way Morley Western Australia 6062 eMail: bselectmorley@gmail.com	Mrs. Pamela Hiles Hiltop Publications Ltd. 11 Cottage Ridge Saint George Barbados West Indies eMail: sportingb@caribsurf.com	Mrs. Valerie Mann Framlingham & Wickham Market District Community Clubs Apple Tree Cottage, The Street, Hacheston, Woodbridge, Suffolk IP13 ODR United Kingdom eMail: val@penpal.me.uk
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(Reference attached)

9th June 2011



To Whom it May Concern re Celia S Read Knight

Celia worked for Hiltop Publications Ltd for approximately a year. She produced a digital on line version of our magazines in our various websites that could be read page by page. She was always most pleasant and professional and I would not hesitate to recommend her as her knowledge of the intricacies of the web seems extensive.

We centralized all web activities in Barbados otherwise we would probably still be with Celia.

Your sincerely

A handwritten signature in blue ink that reads 'Pamela Hiles'. The signature is written in a cursive style.

Pamela Hiles
Director
Hiltop Publications Ltd