

Jen Firth

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Personal Statement

- I am a competent all rounder with a broad set of skills acquired over my career; predominately working in the IT sector. My core strengths are my communication skills; written, verbal and visual, in addition to my organisational skills.
- The majority of my roles have been customer facing, so I am used to providing a high-level of customer service and support.
- Most roles have been for SMEs, which has allowed me to wear multiple hats, requiring a “roll up the sleeves” self-starter along with being a willing and reliable member of the team.
- Over the last ten years I have been on a career break, during that time I have kept “my hand in” by working freelance, and taking on voluntary positions at local organisations.

Languages

Spanish, Portuguese and Italian

Education

Wiltshire College, Lackham

Edexcel BTEC National Certificate in Horticulture (double merit)

City & Guilds Level 1 Certificate in Horticultural Skills

2006-2009

University of Portsmouth

Post-Graduate Diploma in Translation Studies

BA (Hons) Spanish and Portuguese Studies 2(i) with distinction for spoken Portuguese

1997-1998

1993-1997

Volunteer Work

Committee Member

Sharnbrook Lawn Tennis Club

May 2016 – July 2017

As a committee member I was able to help the club by creating marketing and events communications to encourage members to use the club and come along to our events.

Co-Chair

Friends of Turvey School Association (FOTSA)

Sept 2015-July 2016

My role involved helping to organise and run events to raise money for Turvey Lower School. As a committee we decided the direction of FOTSA including what kind of events to hold, how to get parents more engaged and how spend the money we raised.

Under 6 Team Manager

Chippenham Rugby Club

Sept 2013-May 2014

I helped run the Under 6s team ensuring that players, coaches and first aiders were up to date with their paperwork and subs (no easy job), and that the latest club information was disseminated to members of the team, as well as keeping the team area on the website up-to-date.

Committee Member

Sept 2009-May 2012

Chippenham Toy Library

This role involved helping to staff the Saturday session (once a month) in a customer-facing role. In addition, I also sat on the committee helping to agree the strategic direction for the library, along with providing marketing support, which included redesigning the library's promotional/marketing collateral, including leaflets, signage and banners.

Employment History

Estate Worker/Gardener

May 2018-July 2018

Lucknam House Hotel

This role involved gardening tasks for a large estate with formal gardens; including pruning, weeding and watering. It also involved growing micro-herbs from seed, which were then supplied to their Michelin starred restaurant.

Cycling Instructor

Feb 2016-Dec 2016

Outspoken Training

In this role I was teaching the life skill of cycling through the government's Bikeability scheme. I worked with primary school children within a live road environment ensuring that they met the required competency to achieve. It also involved carrying out and maintaining risk assessments, whilst working remotely with a team of instructors across a wide geographical area each week.

Freelance Content and Copywriter

Apr 2010 –

I have been working off and on as a freelance content and copywriter, and as such I am used to working independently: planning, executing and delivering to project deadlines set by clients.

One of my major clients, for example, has been a global provider of travel and expense solutions. There I worked closely with the UK marketing team to produce a variety of copy in their house-style: including writing search engine optimised content for their UK website, writing sector related email campaigns/blasts, and subject-related blogs to increase brand engagement.

I have also written a variety of more traditional copy such as sales campaign materials, client case studies and whitepapers, for a variety of clients both large and small.

I have written, for clients, sector/vertical market research documents (impact statements), identifying and examining sweetspots, new legislation/directives and changes may effect a sector, driving forces and barriers to market, vital information for effective sales teams understanding their markets.

Marketing Executive

Apr 2006-June 2006

Aspect Software Inc.(Contractor)

At Aspect I worked as a marketing executive during a period they were recruiting. This role included organising and supporting corporate events, including sourcing equipment and ensuring speakers and delegates had the necessary programme details and accommodation for events. I also wrote marketing and sales copy in their house-style, researching and developing future seminars to generate leads from prospects and further engage with clients. This contract was for a three-month period.

Sales Supervisor/Sales Advisor

Nov 2005-Apr 2006

Fat Face (initially hired as seasonal crew)

I worked as a sales advisor at Fat Face. I was taken on as a Christmas temp and after the contract expired I was kept on, being promoted to supervisor. This was a very energetic job; responding to customer demands with prompt and efficient customer service. The role involved being responsible for several members of staff, cash handling and ensuring that corporate high standards were maintained, and targets were met.

Personal Assistant & Non-Clinical Applications Administrator

Feb 2005-Oct 2005

National Blood Service (Temporary Position)

This role involved working in a busy office managing the Commissioning Manager's diary, organising meetings and travel, along with the usual tasks expected of a PA. This role involved administering the contract preparation for product supply to all NHS trusts throughout England for the start of the new financial year. I was also the Non-clinical applications administrator and as such I administered applications for product use from external research parties.

Technical Author

Sept 2002-June 2004

Sequel Business Solutions Ltd

As their first-ever technical author I was responsible for introducing the role to this software provider. It involved not only writing user guides and online help but also putting in place a positive attitude towards technical authoring which would in turn enable me to produce and deliver, in a short time and on time, effective user documentation for an annual accounting solution, an underwriting and a broking system which were used by companies in the Lloyd's of London insurance and reinsurance markets.

I also developed a training programme for our clients. This involved assessing the current level of knowledge of users, along with understanding the business processes users performed as part of their role. It involved writing materials that could be used post-training as reference guides, that could be used again for training other clients, and could be easily be updated or amended by any trainer within the company.

Whilst at the company I was also heavily involved in the development of a new corporate image, including implementing a new logo, designing stationery, and designing relevant office templates. I was involved in the procurement and project management for the delivery of the new content managed website.

Senior Technical Author/Technical Author

March 2001- Aug 2002

Qanat Ltd /Strategic Communication Software plc

As sole-technical author I developed both user guides and online help for a trading platform development software provider with a range of market display products. This role included documenting not only the client front-end/GUIs, but also the various supporting servers.

I also managed the documentation cycle; agreeing timescales, from inception through to quality assurance of the user documentation being delivered. Whilst at Qanat I instigated the development of a documentation area on the company intranet (supporting sales and support teams) and the proactive inclusion of the technical author as part of the whole development cycle (rather than just sitting at the end of the process).

When required, I also prepared (from system requirements and design documentation), scripted and executed test scripts for functional and non-functional testing. I took on the role of administering the company's web site, writing whitepapers to support the sales process and working on API documentation to support in-house and third-party development on the system.

Technical Author

Aug 2000 - March 2001

Rolfe & Nolan Systems Ltd

This role involved working as part of a team of technical authors producing user documentation on a diverse range of products for a major software company, which was developing integrated straight-through processing and back-office business solutions for the futures and options markets.

My responsibilities included authoring, revising and updating user documentation; user guides, online help, API guides and marketing materials for a number of different software systems. As a member of this tight-knit team I took on writing the team's procedure manual, maintaining and developing the team's intranet site and helping to administer the company's website.

Document Officer (Technical Author)

1999-2000

VectorCommand Ltd

A demanding role in a small software house that was developing a competency-in-role training system for the fire industry, my main role was to write user guides to accompany the core product. These guides detailed the operation of the software, but also included educational elements of a NVQ Level 3 training tool. During the time I was at Vector I completed several major projects including the company's policy manual, standard operating procedures manual and corporate style guide. I also designed and implemented stationery templates (with internal training), designed marketing materials, and administered the company's website.

Administrative Assistant then PA to MD&FD

1998-1999

VectorCommand Ltd/Colt Virtual Reality Ltd

I started at ColtVR as an Admin Assistant helping provide administrative support to the PA, including meeting and greeting visitors, organising travel, meetings and events, preparing documentation including sales and marketing packs, maintaining sales invoicing and expense claims. Then as PA I supported the MD and FD in a rapidly changing and expanding company going through a management-buyout. The role was very demanding but also interesting, and I very quickly developed a sixth-sense for what senior management would need next. I was also responsible for two members of staff.

Courses

Fashion Production – Bedford College	September 2014
RFU Play it safe – Safeguarding Course	July 2013
Sales Foundation Workshop BRAVE	September 2011
Search Engine Optimisation – Getting to the Top of Google BRAVE	September 2011
Introduction to Social Networking BRAVE	September 2011
Tractor Driving Competency	December 2006
CIEH Level 2 Award in Health and Safety in the Workplace	November 2006
First Aid Course	November 2006/April 2016
RYA Coastal Skipper/Yachtmaster Theory	April 2006
RYA Day Skipper Theory	April 2005
Lloyd's of London Introductory Test	February 2004

IT Knowledge

Macs and PCs, Microsoft Office suite, WordPress(blogs), Wix (websites), MailChimp, Photoshop, PageMaker (InDesign) Affinity Designer (Illustrator equivalent), RoboHelp

Interests

When I am not sewing, knitting or crocheting, I am tearing down a hillside on my mountain bike, trying to run, or driving my son to his next (insert sport) game/meet.

References are available on request.