

Celia Knight

Personal Details

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Driving Licence: Full - 1 August 1980



Photograph: April 2009

Profile

Hard working, positive, efficient, versatile, and ethical. A natural administrator, sales-person, and negotiator. An effective communicator with a sharp eye for detail and an excellent command of English language. Well organised and business orientated. Approaches tasks with honesty and integrity.

Technical Skills

Highly computer literate, with advanced knowledge of Microsoft Operating Systems and Office applications, Sage Accounting and Payroll applications, Quickbooks, knowledge of Linux and many open-source software applications, Access and MySQL databases, internet-related protocols, graphic and web design & creation, publication, maintenance, and effective SEO techniques.

Career

Nov. 2006–Apr. 2007

Sundale Guest House

Self-catering Guest House & Apartments

Sunny Acres, St. Lucia, W.I.

Path & Manager

Experience

- Agreed to assume temporary management of guest house with five multi-occupancy self-catering letting rooms & two apartments on 50% profit-share basis as security in absence of proprietors. Administering bookings. Interaction with customers & suppliers. Negotiation of rentals to ensure successful maintenance of business in a very competitive environment. Cash handling. Management of two staff. Fortnightly payroll & taxation. Purchase of supplies. Payment of Suppliers' bills. Maintenance of Sales & Purchase Ledger Accounts. End of Period reporting to Proprietor.

Sep. 1999–Oct. 2006

Tizwoz~Solutions

Computer Consultancy & I.T. Services

Badingham, Suffolk, UK

Administrative Partner

- Established & collaborated with electronics engineer partner to bring together our diverse hardware & software disciplines in a successful partnership, building, supplying & maintaining Windows & Linux platform PCs & servers to wired & wireless networks in both commercial & private environments.
- In applying instinctive marketing, & effective negotiation & communication skills, I was instrumental in placing our computer consultancy business on a firm footing within the community. Amongst the contracts I secured was a Government-funded project to implement & maintain a wireless WAN throughout six remote rural villages via church towers, covering an area of some 125 square miles; another was the supply & installation of a community I.T. education facility in a newly extended village hall. As our reputation for excellence grew, our business flourished by word-of-mouth referral.
- Duties included:
 - All day-to-day business administration, encompassing: accounts, payroll & taxation functions; purchase assessment & ordering; data collation & maintenance; correspondence; sales & purchase administration; credit control; banking, etc.
 - Tendering & contending for contracts.
 - Systems analysis & counsel, leading to supply of hardware, software, & peripherals. Introducing & establishing SME administrative systems relating to general administration, accounting functions, marketing tools, etc.
 - Website concept, design, management, & ongoing SEO.
 - Internet, broadband & email set-up & instruction.
 - Hardware & software troubleshooting. Technical telephone support.
 - One-to-one & classroom end-user training from entry to advanced level in Microsoft, Sage, & other industry-standard products. Technical support of same.
 - Examples of in-house & on-site contracts personally undertaken:
 - A long-term retainer by **telecommunications company** to supply on-demand remote access setup & management of third-party Panasonic PBX telephone systems over ISDN dial-up service.
 - Organisation & running of an I.T. School for entry-level & intermediate students on behalf of a local **charity** for mentally & socially disadvantaged persons.
 - For a **motor racing promotion company**: hardware & software advice & supply; computer tuition; the writing, artwork, layout, & making publication-ready of a 212-page DTP technical manual; year-on-year financial spreadsheet database manipulation & reporting; CRM database & systems institution; promotional material creation; cash-handling & banking. Design & institution of a Sage Accounts system for handling a cash-based turnover of c.£1.5m (c.EC\$7.2m), & associated Payroll Systems for c.250 casual & permanent staff, & subsequently managing the handover to, & training of, in-house staff.
 - Set-up of satellite administrative office to **London firm of tree surgeons**, from selection & purchase of furniture & computer equipment to initiation of some administrative functions. Included initial client liaison, resolving existing disputes, accounts, & credit control procedures.
 - Database management, membership administration, & Sage accounts for a **farming client**.
 - Telesales cold-call appointment generation for a **business solutions firm**.
 - Creation of **catering company** artwork & stationery, development & implementation of menu database & automated quotation system.

Jun. 1997–Nov. 1999

Global Cancer Concern
Charity

London

Fund-raiser

- Joined a National team of fund-raisers to achieve £20m funding for an Oxford World Training Centre for Palliative Care Staff (e.g. Macmillan Nurses). Duties included:
 - Distribution of collection boxes throughout East Anglia.
 - Servicing & cash collection.
 - Reconciliation & banking.
 - Record-keeping & reporting to Head Office.

Dec. 1994–Jun. 1997

AT Veterinary Systems Ltd
Specialist Software House

Elmswell, Suffolk

Office Manager & Administrator

- Reporting directly to Managing Director to identify areas of operational systems requiring establishment or improvement. Duties included:
 - Review & institution of statutory legal instruments, e.g. insurances.
 - Negotiating contractual terms & conditions with suppliers.
 - Generating sales materials & newsletters.
 - Internal reporting to department heads via Email/Intranet.
 - Administering day-to-day operations, including: correspondence, record-keeping, database management, sales enquiries, Trademark registration, Trade Fair administration, travel & hotel arrangements, customer support liaison.

1969–1994

London, Essex & Derbyshire

- Hotel & holiday cottage management for self, Derbyshire & Essex 1982-1994
- Property development for self, Derbyshire & Essex 1982-1994
- Computer administration & troubleshooting for Drake International, London 1979-1982
- Secretary & Personal Assistant, London 1975-1979
- Dental Surgery Assistant, London 1969-75

Education

Apr.–May 1999

Ipswich & Sudbury Business Enterprise Centre

Ipswich, Suffolk

Business Management Course

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

Mar.–Apr. 1999

Suffolk College

Ipswich, Suffolk

Year 2k Management Course

- Assess & Manage
- Contingency
- Testing

May–Dec. 1994

Microtech Computer Services

Norwich, Norfolk

'C' Programming Course

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

1992-1993

City College, Norwich

Norwich, Norfolk

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

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

Jan.–July 1977

London Academy of Stenotyping

London

RSA Level II Courtroom Stenography

1970-1972

Tottenham Technical College

London

DSA (Dental Surgery Assistance)

1964-1968

Highweek School for Girls'

Newton Abbot, Devon

Interests

- Antique furniture & objets d'art
- Architecture & interior design
- BBC Radio 4
- Blues, Jazz, R&B, & Soul Music
- Books & reading
- Care & welfare of animals
- Community care (elderly & mentally disabled)
- Cooking & nutrition
- Computers & IT
- Current & world affairs