

# CURRICULUM VITAE

MARK OWEN WILKINSON HUGHES



## PERSONAL DETAILS

Address: (redacted), Spain  
Email: (redacted)  
Web: <https://mwlanguageprojects.wordpress.com/bsp/>  
Telephone: (redacted)

## PROFILE

- Translations, loose translations and transcreations (ES-EN).
- Copywriter and proofreader with project editor experience.
- SEO content creation: landing pages, long-form documents, business bios and reports.
- Technical authorship: specifications, test planning and reporting (financial services plc).
- Qualified English language teacher and tutor.
- Previously, team leader responsible for interviews and appraisals, software testing and training.
- Full clean driving licence.
- Languages: English (native speaker), Spanish (C2 CEFR), German (intermediate).

## EXPERIENCE & ACHIEVEMENTS

- Sep 2014  
to date      **Copywriter and proofreader (self-employed).**  
Copywriting assignments, short and long form. Larger projects including AI, H&S, technical and paramedical topics, maximum 14,000 words. 5-star author rating and qualified proofreader with a leading agency. Project editing experience in FMCG and luxury travel. **Loose translations and transcreations (ES-EN), including two sports diving manuals, estate agency and property sale descriptions, health foods, care services, special events, restaurant menus.**
- Oct 2019  
- Sep 2021      **Talk Business Languages: Business English teacher/tutor (Ibi and Alcoy).**  
Tuition and coaching for retail product manager(s) in leading international supermarket chain, via a Valencia-based agency. Two sessions of five hours per week, including meals with students on a total language immersion basis. Responsible for lesson planning in line with work roles and priorities, as well as testing and company reporting.
- Sep 2009-  
to date      **English language teacher and tutor (self-employed).**  
Grew a portfolio of private students and small groups, working freelance and with Global Languages, Madrid. Lessons and courses for individuals and small groups of up to eight in companies from in El Albir, Benidorm, Villajoyosa and Alicante. From 2018, in Ibi area.
- June 2008-  
June 2009      **Academia Orsini, Benidorm. TEFL/TESOL teacher.**  
Teaching English as a second or other language, with lessons for individuals and groups from beginner to advanced. Developing self-expression and auditory comprehension through practical, work-related scenarios. Grammar, business English, tourism and Cambridge Examination (First and Advanced Certificate) courses.

- Sep 2007-  
June 2008      **Educar Academia, Alfaz del Pi, Valencian Community, Spain: English language teacher.**  
Beginner to intermediate lessons for children and adults. Conversation, grammar, exam preparation and Oxford University Press courses/syllabi.
- Apr 2005 -  
June 2007      **Norwich Union IT Solutions (Aviva plc), Norwich**  
Test Analyst (contractor)  
Functional, regression, build and integration testing of packaged installations (Windows XP clients and some NT legacy packages). Testing workstation and server base builds (Windows 2000 & Windows 2003), including liaising with internal customers, developers and other departments. Analysing compliance and checking suitability with business cases and user needs. Defect reporting and tracking. Coaching of new team members.
- Feb-Mar 2005      **OGCBS (Office of Government Commerce Buying Solutions), Norwich**  
Trading arm of HM Treasury. Temporary post working on Customer Marketing Database - Preparing for cleansing & de-duplication. Data administration and entry. Finding and checking duplicate customers and organisations using MS Excel functions, supporting the manager.
- Apr-Nov 2004      **OCTOPUS DIVING Centre, Larnaca, Cyprus.**  
Instructor. PADI 5-Palm Gold Resort & BSAC Premier School. Customer service. Planning, organising and delivering theory and practical training courses and customer diving excursions/'safaris'. Dive guide on 'Zenobia' wreck and around southeast Cyprus. Boat handling, gas blending, driving, routine maintenance. Assisting in the shop and covering ad hoc. Set up a streamlined MS Excel quotation/estimating system at owner's request.
- 1998 -2004      **NORWICH UNION Central Services, Surrey Street, Norwich**  
(also included working in other offices: Worthing Sep-Dec 1999, and at York)  
Technical Specialist / Team Leader (Distributed Test Team)  
Initially as a contractor and subsequently as a permanent employee. Testing of hardware and software application packages and integration. Visual Basic 6 exposure. WinRunner script development with Test Director configuration, admin, tracking and reporting. Duties involved liaising between developers, build and installation teams and business users. Technical writing included test plans, procedures, reports and a departmental manual. Coaching and mentoring of new team members. Interviews and appraisals.
- 1995 - 1998      **DALGETY AGRICULTURE LTD.** (Dalgety plc), Walsingham, Norfolk  
**I.T. Manager (1997-98)**  
Establishing and running two/three person help desk in a large agricultural sales business of 150 employees over five remote sites plus head office. Planning priorities. Supporting PC, local and wide area network users. Network administration. PC installation, configuration and upgrades. Server backups. Inventory management. Database administration. Set up bespoke databases to log/track/report local support requests and manage inventory/software licences.  
  
**Sales Administrator Supervisor (1995-96)**  
Flow charted and analysed business processes and re-engineered to save time and reduce staff workload. Programmed exception reporting and task automation using mainframe data downloads and RapidGen database query tool (similar to SQL). Designed and implemented reporting of sales margin analysis per rep, complaint resolution and on-time in-full delivery.
- 1982 - 1994      **ROYAL AIR FORCE: RAF COLTISHALL (Feb 89 - Aug 94)**  
Technician and later **Shift Engineering Supervisor**, Jaguar Flight Simulator  
Computer/hardware and software maintenance and running simulator.  
Fault finding, repairs. Daily and periodic acceptance testing. Training. Fortran software.  
  
JOINT SERVICE ADVENTUROUS TRAINING CENTRE Belize, Central America (Jul 88 - Jan 89)  
**Diving supervisor and lead instructor.**  
Duties included managing theory and practical training for students of all ranks and experience levels, especially BSAC Novice and Sports Diver (CMAS 2\*). Responsible for a team of two or three assistant instructors. Re-arranged timetables to increase student interest. Boat excursions.

RAF BINBROOK, Lincolnshire (Jan 84 - June 88)  
**Engineering Technician**, Lightning Flight Simulator  
Maintaining and rectifying analogue and digital computer systems. Software maintenance.  
Promoted in January 1987 to deputy shift supervisor (4-6 technicians). Working with contractors.

RAF LOCKING, Weston-super-Mare / SWINDERBY, Lincolnshire (Aug 82 – Jan 84): **trainee**.

## EDUCATION

1986 **BTEC HNC** (Higher National Certificate) in Computing/Electronics, Lincoln College.  
1992 Applications Programming certificate: Computeach International Ltd./ National Computing Centre. Credit and distinctions.  
1994 AAT levels II & III (Association of Accounting Technicians), Norwich City College – credit passes at NVQ level 4, including Analysis & Design of Information Systems.  
2002 GCSE Spanish: Norwich, Norfolk (evening lessons)  
2007 Spanish course at Alicante University. Full time, one month. DELE diploma examination pass, sponsored by the University of Salamanca.  
2008 TEFL (Teaching English as a Foreign Language), International College of Applied Linguists.

## TRAINING

1999 Microsoft Certified Professional (**MCP**), principally network and server administration.  
2001 **ISEB Certificate in Software Testing** course & exam pass.  
2002 Implementing Microsoft Windows 2000 Professional and Server (course 2152).  
Mastering Microsoft Visual Basic 6 Development (Microsoft course 1013, 5 days)  
Appraisal Skills for the Appraiser.  
2003 NVQ Level 3 Sports Instructor (SCUBA diving) – Eye College, Cambridgeshire.  
2006 Axios Assyst help desk management system.  
2010 to date Online courses & CPD webinars: Future Learn, Cambridge ESOL, Oxford University Press.

## HOBBIES / INTERESTS

- New challenges, places and people.
- Languages, especially Spanish and German.
- Photography.
- Swimming and keeping fit.
- Qualified SCUBA diver, instructor and boat handler.

## OTHER INFORMATION:

Marital status: Married.

Date of birth:

