

## SKILLS

- **Awards:** Lawyer Monthly's Expert Witness 2016 Award: Expert Witness Forensic Lipreader
- **Management:** I manage a virtual team who play to their strengths, including a team of experienced lipreaders who work for law firms, private investigators, and the media. Clients include National Crime Agency, Twitter, Walt Disney.
- **Business strategy:** Analysed development of product and services, branding, growth strategy, market penetration, sustainability for 121 Captions to deliver a tightly focused brand offering with 50% annual growth
- **Improving processes with an eye for detail:** Managed accounts and reduced auditor's bills in my financial roles 1998-2007. Successfully set up or overhauled financial procedures and software systems for several charities, and trained staff on financial procedures and systems. Set up processes and systems for 121 Captions including CRM, helpdesk, VOIP, accounts, client bookings and virtual document filing for a paperless office.
- **Communication (spoken):** Totally deaf, I deliver talks, lectures, deaf awareness training and careers guidance. Public speaker for Hearing Dogs for Deaf People. Careers consultant for all staff and students at University College London and Imperial College. Official ambassador for ALS (Association of Lipspeakers).
- **Communication (written):** Writing expert witness forensic lipreader reports for the British courts since 2007, compiled monthly financial reports for stakeholders as part of my finance roles 1998-2014, wrote client consultation reports for external clients for the University of London's C2 Careers Consultancy 2007-2011, published several careers guidance articles for the Higher Education sector 2007-2011.
- **Marketing:** Managed marketing channels for University College London and 121 Captions. I manage social media channels on a voluntary basis for the Association of Lipspeakers and Home Counties Cochlear Implant Group.
- **Administration and teamwork:** I led the annual flagship event and organised several careers events annually for University College London, liaising with a variety of internal and external stakeholders and across the university to ensure seamless delivery and high attendance figures.

## EXPERIENCE

2010-current: **Director** 121 Captions Ltd (UK), 121 Remote Captions Ltd (Ireland)

2014-2015: **Freelance Careers Consultant** Imperial College London

2007-2014: **Careers Consultant** University College London

2003-2007: **Finance Manager** Hearing Link, London

1998-2002: **Financial Controller** Berkshire Disability Information Network, Bracknell Berkshire

1997-1998: **Banking Administrator** Barclays Bank, Reading Berkshire & Bank of America, Chicago USA

1993-1995: **Pensions Administrator** Prudential, Reading Berkshire

1990-1992: **Executive Officer** Department of Environment, Gibraltar

1988-1990: **Retail Assistant** NAAFI retail stores, Gibraltar

## EDUCATION

**2016 University of Warwick** - Postgraduate Diploma, Careers Education Information & Guidance in Higher Education

**2009 UCL Deafness Cognition and Language Research Centre** – Forensic Lipreading Expert Witness Certificate

**2008 British Psychological Society** - Level A Certificate of Competence in Occupational Testing

**2005 The City Lit, London** - C&G 7407 Teaching Adults in Further Education, Certificate in Teaching Lipreading to Adults, Certificate to Teach in the Lifelong Learning Sector (CTLLS)

**2000 Directory of Social Change, London** - Train the Trainers certificate

**1999 Southampton Deaf Association** – Deaf Awareness Trainer certificate

**1996 Chartered Institute of Management Accountants** - Part qualified

**1996 University of Ulster** - 2:1 BA Hons Business Studies with Japanese