



## BIOGRAPHY

### Yvonne English

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#### **What does Yvonne do?**

Yvonne is an IT trainer and responsible for ensuring that you can utilise any new business application - a program or a physical piece of equipment. She does this by creating QRC's and documentation, and providing workshops or training sessions either in person or virtually.

In UK & EMEA, she conducts IT induction, SLX training, Power Point training and provides 1-2-1 teaching sessions on anything from MS Office to SMART board technology. She worked with Finance on the creation and initial delivery of AFS training for UK & EMEA and continues to work with IT on new projects. Much of her spare time in 2007 was spent on making sure that everything was in place for the start of our In-house based Service Desk.

#### **What is there to say about Yvonne?**

Yvonne is a 'gadget' person and always looking to learn something new both in and out of work. Both at home and at work she loves the feeling she gets when showing people something new - when their face or body language reveals that they've got it! She's happy to turn her hand to all aspects of training from getting hold of a new product or system and pressing all the buttons, to writing the documentation to make it easier for others to understand and to work to ensure that you are comfortable with using it for yourselves.

Yvonne has worked with MS Office since the days of 'DOS' [that's pre-windows operating system for those of you a tiny bit younger than me!], and also various other office style suites both prior and post MS Office days. Before officially becoming a trainer around 7 years ago - *Yvonne just helped people before that* - she was responsible for the creation and maintenance of multi-language websites, has had a short period within a marketing department and technical writing department, and has had various PA/admin roles.

Yvonne has been lucky enough in my last two jobs to train people around the world, her favourite location being a difficult choice between Hong Kong and Dubai.

#### **What does Yvonne do in her spare time?**

Being a 'gadget' person surprisingly, she spends a lot of time on her personal laptop, as well as the DS, PSP, xBox 360 and the wii (including wii fit). She also enjoys a good read. In addition to that she and her husband have been involved in anything RC for the past 20 years - Yes they've been together that long (if you can make it Radio Control they probably got it or had it), maybe that's why the nieces and nephews always want to come and stay!

Yvonne used to indulge in Mountain Biking, and rollerblading, not always successfully she might add, however her husband has now banned her from both, something about wanting her to last a bit longer.....