

# Christopher P Side, MA, BA(Hons)

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## OBJECTIVE

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To move into a fast-paced, demanding, technical culture where my communication and influencing skills can contribute to the development of the business's international markets. Equally, to use my creative and organization improvement abilities to enhance performance by developing strong and effective cross-cultural affiliations and relationships.

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## PROFILE

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An experienced and energetic people manager with a creative flair for communication, organization and procedural development in both blue-chip and SME environments. A strong, charismatic, value-driven influencer and consultative team leader who can devise and implement tactical and strategic programmes that realistically enhance business performance at all levels. With a powerful capacity to employ key language and IS application skills, he is comfortable and experienced in developing important relationships and affiliations on an international level. Tenacity, commitment, motivation and good humour exemplify his pragmatic 'can-do' approach to delivering key results.

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## KEY SKILLS AND ABILITIES

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- **Management and Supervision**
  - Significant experience of key project team development, management development, motivation and supervision in multi-lingual, cross-cultural environments recognising corporate objectives.
  - Extensive building of relationships and affiliations to facilitate profitable completion of projects.
  - Directing and monitoring core activity.
- **Project Development**
  - Experience use of IS/MIS to model, refocus and direct key service delivery and performance.
  - Intimate understanding of analytical and investigative techniques for developing bespoke products within dynamic, performance-driven IS environments where disciplined creativity and perceptive interpretation of information is fundamental.
- **Data Handling and Presentation**
  - Extensive experience in analysis and assessment of critical business data and its relevance to product.
  - Development of product to meet real customer requirements through close interaction with both providers and users.
- **Performance Management**
  - Skilled usage of data and knowledge to monitor and direct profitable and cost-reducing projects.
  - Extensive capacity to extend influence to team members via training and information presentation.
  - Evaluating pertinent market information critically to ensure development of both individuals and projects.

*"Christopher has demonstrated effective leadership qualities, decision-making and problem-solving skills. He possesses an international outlook and interacts positively with people of different cultures. A highly co-operative team player who shares and manages others' opinions and ideas. He takes a long-term view of work and relationships."* - Mrs Day Lai May, Executive – Cabin Crew Training, Singapore Airlines.

## CAREER HISTORY

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- 2003 –** *northtrans.com, Hunstanton, UK*  
**Sole Trader (Freelance Translator: German, Dutch)**
- set up independent translation company with aim of capturing market share in Germany, Austria, Netherlands
  - achieved initial target annual turnover in first 9 months of trading
  - built up successful operating network of 7 major agencies and reserve contingency of a further 5 agencies
  - annual volume translated (2015, approx.): 1,000,000 words
  - system: Windows 7, MS Office Professional, WordfastPro, Wordfast Classic, MemoQ, Trados 2014
  - pricing:
    - per word: EUR 0.09
    - minimum charge: EUR 30.00
    - hourly rate: EUR 30.00
  - specialisms: tourism, automotive, industrial, IT/IS, and others
- 2002 – 2003** *Pilot Assist College, Alconbury Airfield, Huntingdon, UK*  
**Student Services Manager**
- designed total sales/training package for aspiring commercial pilots
  - increased company sales by 800% in first three months
- 1995 – 1999** *Singapore Airlines Ltd., Singapore*  
17<sup>th</sup> biggest international airline Headcount: 27,513 Turnover: S\$8.9bn  
**Executive – Cabin Crew Performance Management**
- compiled and managed annual S\$900,000 communication skills training budget for Cabin Crew Training Department
  - achieved annual training costs savings of S\$80,000
  - conducted major review of departmental IT provision
  - designed and maintained informational and interactive intranet websites
  - designed and implemented total communication skills training packages for all 6,000 cabin crew members
  - monitored performance of 1,200 crew in spoken English, German and French, and improved standards through on-going testing and re-training
  - improved cabin crew motivation and morale through training needs analysis and revision of support materials
  - designed and launched German and French language programmes
  - project managed translation and editing of documents in nine languages
- 1991 – 1995** *The British Council, Singapore*  
**Business Communication Skills Lecturer**
- lectured in oral and written communication skills to significant Singapore and overseas companies and government organizations, including:
    - Singapore Airlines, Government of Singapore Investment Corp., 3M, Esso, Neptune Orient Lines, Post Office Savings Bank and the National Computer Board
  - assisted in policy and support material development
- 1989 – 1991** *Inlingua School of Languages, Singapore*  
**English Language Teacher**
- taught general and business English to Asia-Pacific nationals
  - assisted in design and production of training materials

## EDUCATION AND QUALIFICATIONS

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<b>1999 – 2001</b>	<b>University of Westminster</b> MA Translation and Linguistics Graduated with Distinction
<b>1989</b>	<b>International House, London</b> Royal Society of Arts Preparatory Certificate in Teaching English as a Foreign Language
<b>1985 – 1988</b>	<b>University of London</b> BA (Hons) European Studies (German with Russian) Graduated with Second (Upper)
<b>1980 – 1985</b>	<b>St Edward's School, Oxford</b> 1 S-level, 3 A-levels, 11 O-levels
<b>Languages</b>	<b>Fluent:</b> German, Dutch <b>Intermediate:</b> Spanish, French, Malay, Danish, Swedish, Russian <b>Basic:</b> Hindi, Mandarin

## PERSONAL DETAILS AND INTERESTS

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<b>Date of Birth:</b>	17 April 1967
<b>Marital Status:</b>	Married
<b>Driving Licence:</b>	Full UK/EU
<b>Interests:</b>	Travelling, flying, languages, swimming