PAULINE PHILIP

Operations Leader & Communication Specialist

[redacted]
copyreader52@gmail.com |

PROFESSIONAL PROFILE

Highly accomplished Operations Coordinator and Communication Specialist with over three decades of diverse experience bridging operational leadership, human resource management, public relations, and editorial excellence. Proven track record in optimizing organizational workflows, leading cross-functional teams, and managing high-stakes corporate communication. Expert in compliance, document editing, and corporate governance across the cultural heritage, media, and educational sectors.

CORE COMPETENCIES

- **Operations & Governance:** Workflow Optimization, Strategic Planning, Board & Council Administration, Resource Management.
- **Communications & Media:** Copy Editing, Technical Writing, Script Proofreading, Media Relations, Radio & TV Broadcasting.
- **Human Resources & Compliance:** Talent Acquisition, Employee Relations, Health & Safety Management (HSE), Training & Development.
- **Stakeholder Engagement:** Public Relations, Membership Retention, Cross-functional Liaison, Community Advocacy.

PROFESSIONAL EXPERIENCE

Heritage Professional (Contract) | *The National Trust of Trinidad and Tobago*

January 2025 – Present

- Coordinate critical site logistics and itineraries for the architectural and engineering restoration units.
- Accompany heritage architects and engineers on site evaluations to compile technical observations and structural recommendations.
- Author comprehensive, high-level evaluation reports for site owners and the Landmarks Sub-Committee to secure preservation initiatives.
- Serve as the principal copy editor for all technical materials, dossiers, and external publications generated by the unit.

Online Tutor (English Language) | *Cipriani College of Labour and Co-Operative Studies*

Present

- Design and deliver targeted online remedial curricula for students preparing for the CSEC English Language examinations.
- Implement performance metrics and diagnostic assessments to track student progress and improve passing success rates.

Operations Coordinator | *The National Trust of Trinidad and Tobago*

January 2018 – December 2024

- Directed day-to-day administrative operations to align with the strategic conservation objectives of the Trust.
- Provided executive governance support to Council Members by overseeing meticulous minute-taking, maintaining decision logs, and tracking implementation timelines.
- Compiled and synthesized comprehensive monthly institutional activity and financial reports for executive review and board presentation.
- Managed the database and engagement strategies for the Trust's active membership network while overseeing gift shop commercial performance.
- Standardized organizational communications by editing all internal reports, dossiers, and external correspondence infrastructure.

Proofreader & Creative Writer | *Publicis Caribbean Ltd.*

February 2011 – January 2018

- Guarded agency quality standards by proofreading and editing all creative copy, campaigns, and client-facing deliverables.
- Collaborated with creative teams to conceptualize and script compelling advertising copy for diverse corporate clients.

Freelance Media & Editorial Consultant | *Self-Employed / Various Outlets*

2009 – Present

- **Copy Editor (2009 – Present):** Manage editorial quality and proofing for *Abstract Magazine*, *Abstract Home Magazine*, and the *ETNT* entertainment supplement.
- **International Content Writer (2012 – Present):** Author technical reports, articles, and whitepapers on global digital platforms including Elance and PeoplePerHour.

Newsroom Journalist / Writer & Researcher | *Caribbean New Media Group (CNMG)*

September 2006 – February 2010

- Maintained editorial control by proofreading and revising broadcast reporter scripts for national television news programs.
- Anchored live daily radio newscasts and voiced high-visibility television news segments.
- Investigated complex current events through strategic research, field interviews, and media asset sourcing.
- Sub-edited and repurposed broadcast breaking news stories into optimized digital content for the web.

HSE, Facilities & HR Management Officer | *Borde Communications / Illuminat*

October 1999 – August 2004

- Chaired the corporate HSE committee that built, trained, and executed the organization's primary Health & Safety Management System.
- Managed facility real estate operations, successfully executing office relocations and staff restructuring during a major three-company corporate merger.
- Led a multi-disciplinary administrative team handling facilities maintenance, procurement, and asset distribution.
- Governed HR compliance, including end-to-end recruitment of junior staff, national insurance schemes (NIS), vacation scheduling, and collective bargaining liaison alongside the Group Industrial Relations Manager.

Merchandiser / Trainer / Office Manager | *D.S. Maxx Wholesale (London, UK & Trinidad)*

July 1994 – June 1999

- Directed operations, wholesale merchandising, and personnel training programs across international sites.

Technical English Teacher & National Examiner | *San Fernando Technical Institute*

October 1981 – April 1994

- Instructed Engineering students in technical communication methodologies and Technical English.
- Appointed to the national examination board to script, audit, and evaluate national standardized technical examinations.

EDUCATION & PROFESSIONAL TRAINING

- **Post Graduate Diploma in Education (Teaching of English)** | University of the West Indies, St. Augustine (1986)
- **Bachelor of Arts in English Literature** | McMaster University, Hamilton, Ontario, Canada (1981)
- **Certificate in Human Resource Management** | Cipriani Labour College, Valsayn (2002)
- **Executive Media Energy Training** | University of Trinidad and Tobago (2007)
- **HSE Management Certifications** | Tennessee Technology Center, USA (2003)

COMMUNITY LEADERSHIP & ADVOCACY

- **Media Relations Officer**, Citizens for Conservation
- **Founder & Administrator**, *Save the Magnificent Seven* Lobby Group
- **Member**, St. Ann's RC Chorale