

## Curriculum Vitae

Last name: Russel  
First names: Karen Deborah  
Artist name: Karen D. Russel de Corrales  
Birth date, place: 6 May 1970, Aruba (48)  
Nationality: Dutch  
Civil Status: Married (to Gustavo Corrales Romero)  
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### GENERAL

Languages : Dutch, English (Excellent). Experience with British and American spelling.  
Spanish, Papiamentu (Very good).  
French (Average).

Computer skills : MS Word-Excel-PowerPoint-Outlook, Internet, Google, CutePDF, Irfanview  
(image editor), several other computer programs (some outdated).  
Social media: Vistaprint (website provider), MailChimp (newsletter provider),  
Facebook, LinkedIn, Twitter.

Other skills : Extensive experience with translation to/from all languages above and  
text editing in all languages above except French;  
Event organization and logistics;  
Creation of secretariat manuals.

### COMPLETED STUDIES

1992 : 1-year Executive Secretary course  
Subjects: Dutch, English, French, Spanish, Economy, Statistics, Private Law  
(also shorthand, typing, now obsolete computer programs, etiquette)  
Diploma (MEAO) (Tinbergen Economie)

1989 : Propaedeuse Nederlands Recht (1st year Dutch Law)  
Certificate (Rijksuniversiteit Leiden)

1982 – 1988 : VWO (pre-university level)  
Subjects: Dutch, English, French, Math B, Economy I + II, History  
Diploma (Erasmus College, Zoetermeer)

## EMPLOYMENT EXPERIENCE

### SUMMARY

Chronological order

**1992 – 2012**

#### **Full-time management support positions**

- Hyatt Hotels: Office Coordinator, Executive Secretary, additional functions
- Aruba Government: Personal Assistant Minister (Economic Affairs)
- MetaCorp: Executive Secretary
- Aruba Sonesta Resort (now Renaissance): Catering Sales Coordinator
- La Cabana Hotel: Executive Secretary
- FMO: Coordinating Secretary
- Shell: Management Assistant, Head of Executive Support Services
- HiiL: Senior Secretary
- HAC: Office Manager

**2000 – present**

#### **Part-time functions**

- Managing Partner KyG Productions
- Writer, composer, pianist
- Freelance commercial writing and translation (thru 2018)
- Other part-time activities in-between

### JOB DESCRIPTIONS

Reverse chronological order

**2000 – present**

#### **Managing partner KyG Productions**

Management, logistics, administration, webmaster, translation, creative design KyG Productions. KyG Productions is an event office and retail business, for the time being exclusively focused on own events and products (currently piano concerts, CDs and books). Management of two websites and social media. Newsletter publication in English, Dutch, Spanish. Irregular since 2017. Reference <http://www.gustavocorralesromero.net/News.html>

**2013 – 2018**

#### **Various freelance activities as a writer and translator**

for Textbroker, The Holland Times (through 2015) and AGF.nl (through July 2018)

**22 September 2009 –  
26 June 2012**

#### **The Hague Academic Coalition, The Hague, The Netherlands:**

Position: **Office Manager** 32 hrs/week (Application with reference from HiiL)  
Responsible in this two-man secretariat for all office related duties including telephone, mail, calendar and e-mail handling, digital and physical archive and office supply management, invoice administration etc.

Extensive support to the coalition's Secretary in relation to the coalition's board meetings, conferences and other events, including assistance with text revision, translation, logistics and finances. Creation of several checklists and a secretariat manual upon departure. Largely responsible for the development of the HAC website in 2011 and maintenance since.

**27 July –  
18 September 2009**

#### **Hague Institute for Innovation of Law (HiiL),**

The Hague, The Netherlands:

Position: **Senior Secretary** part-time (32 hours) (Temporary/application)  
Responsible for all secretarial duties including telephone, mail and e-mail handling, calendar management for the HiiL director, office supply and invoice management etc.

Special project: inspection and completion of the address database that was transferred to a new system (MS CRM).

**21 May 2007 –  
25 September 2009**

#### **TSN NIPO (Amsterdam, The Netherlands)**

Position: **Telephone Interviewer** (6-30 hrs/week) (Application)

26 June 2006 –  
29 April 2007

**USG Innotiv BV**, Zoetermeer, The Netherlands:  
Employment agency for highly educated technical personnel.

Position: **Commercial Assistant** part-time (16 hours) (Application)  
Responsible at this office location for giving service to the related employees, including telephone handling, providing information and forms; for independently fulfilling a number of tasks including data-entry (week slips and expense accounts) and administrative support to the project coordinators. Originally in The Hague for the company United Technical Solutions, which effectively merged on 4 January 2007 with Innotiv. USG Innotiv is a countrywide organization that has its main office in Almere.

15 December 2003 –  
28 February 2006

**Shell International BV**, The Hague, The Netherlands:  
**Several positions** (45-75 hours) (Application/promotion)

1 July 2005 –  
28 February 2006

**Department SI-LC-ES** (*Executive Support Services*)

Position: (First ever) **Head of Executive Support Services** (Asked to apply)  
Responsible for all logistics of the meetings of the *Managing and Supervisory Board* of Royal Dutch Shell, plc. (including logistics for the Directors in regards the Annual Shareholders Meetings and the meetings abroad), including invitations, itineraries; arranging for/coordinating materials, meeting room rental, audiovisual support, meals, cars, airplanes, hotels etc. Collaboration with the *Secretariat in London* and others, depending on meeting locations.

Support to the *Corporate Secretary and the Executive Committee Secretary* in relation to the production of the 'Board Book' (board meeting materials).

Direct administrative and other support to the *Non-Executive Directors* and the *Executive Secretaries* and for all sorts of administrative tasks relating to the Executive floor, including office supply management, repairs, arranging video conferences and payment of invoices relating to the Executive floor.

Reporting to the Corporate Secretary. Supervision over *two Assistants Executive Support Services and two Executive Stewards*. Significant improvement of the manual, several checklists, systems and procedures.

13 September 2004 –  
30 June 2005

**Department SI-LGCH/LSCH** (*Legal Services*)

Position: **Management Assistant** (Offered)  
Reporting directly to the General Counsel Corporate The Hague, responsible for extensive administrative and otherwise support to the General Counsel and all related tasks, including but not limited to; calendar management, planning of business trips, organizing meetings, cost declaration, invoice payment, digital and physical filing, preparation of agenda and minutes, scheduling, communication with Directors. Also support to the department counsels particularly in regards work delegated to them by the General Counsel.

15 December 2003 –  
12 September 2004

**Department SI-DCSH** (*General Secretariat of the Executive Floor*)

Position: **Management Assistant** (Application)  
See position 'Head of Executive Support Services'. Difference: mainly responsible for logistics in *The Netherlands*, from the General Secretariat of the Executive Board in The Hague, in collaboration with the Secretariat in London. And in the beginning I had only one (junior) assistant (besides the Executive Stewards).

**Note:**

*In the normal situation* I understand there were five people before me who had to leave the Secretariat (manned by two management assistants) because they were unable to cope. *My entire* work period at Shell was marked by a very heavy workload, especially as a result of an unusually high frequency of meetings within the framework of the "reserves" issue and the subsequent restructuring. In addition, after a very brief training period due to circumstances, I carried the Secretariat alone for about a month.

**14 November 2001 –  
30 June 2003**

**Dutch Development Bank (FMO)**  
The Hague, The Netherlands

Position: **Coordinating Secretary Legal Department** (40 hours) (Application)  
Reporting directly to the General Counsel, responsible for administrative and otherwise support to the General Counsel, 7 Senior Counsels, 1 Tax Counsel, 2 legal assistants and 1 registration officer including but not limited to registration of documents for vault, filing, translation, drafting letters and other legal documentation in English, French, Dutch, Spanish; reservation and declaration of costs with regard to business trips, direct assistance to other departments with regard to -among other things- notarization of documents. Supervision over 2 colleague secretaries. Responsible for significant improvement of the operation of the legal department's secretarial pool and its manual.

**7 November 2000 –  
13 July 2001**

**La Cabana All-Suite Beach Resort & Casino**, Aruba  
Time share hotel

Position: **Executive Secretary** (40 hours) (Offered)  
Responsible for all administrative and otherwise duties as pertaining to this position, reporting directly to the General Manager, including but not limited to drafting letters in English, Dutch, Spanish or Papiamentu; translation of documents; independent reception of hotel guests and employees; independent correspondence handling; delegation of complaints and requests to department heads; monitoring of default e-mail address; minutes of staff meeting. Supervision of La Cabana courier. Responsible for manual pertaining to the position.

**10 April 2000 –  
4 November 2000**

**Aruba Sonesta Resort** (*Now Aruba Renaissance Resort*)  
(Part timeshare) hotel, subsidiary of **MetaCorp N.V.**  
Department: Seaport Conference Center (*Now Renaissance Conference Center*)

Position: **Catering Sales Coordinator** (40-50 hours) (Offered)  
Reporting directly to the Director of the Seaport Conference Center. Responsible for independently developing, selling to the local and international community (in languages English, Spanish, Papiamentu, Dutch) and overseeing all manner of activities including but not limited to functions, meetings, exhibitions, weddings and special events; making new contacts; maximizing sales through up- selling and cross-selling; correct reservation registration within schedule through internal computerized reservation system; monthly (wedding) reports. Supervision of all detail in regards own events with the authority to direct the banquets staff accordingly. Responsible for first all-in-one manual pertaining to the position.

**26 January 1998 –  
31 March 2000**

**MetaCorp N.V.**, Aruba  
Corporate Office over several subsidiaries with wide range of activities

Position: **Assistant Executive Secretary** (40-50 hours) (Open application)  
Responsible for all administrative and otherwise duties as pertaining to this position, reporting directly to the President and CEO of MetaCorp, also President of AHATA (Aruba Hotel And Tourism Association) and member of several boards, including but not limited to drafting letters in English, Dutch, Papiamentu, Spanish; initiation of management recognition program for employee birthdays, anniversaries etc; assistance with design of forms and procedures (Word and Excel); translation and editing of MetaBuzz newsletter and other documentation; coordination of/assistance in several projects, i.e. ; the (first) Annual Achievement Award, MetaCorp and subsidiary handbooks, also helped update and structure MetaCorp's and subsidiaries' legal documents; give direction to 2 junior secretaries.

9 January 1999 –  
24 July 1999

**Aruba Quality Foundation**

*While in position immediately above*

Foundation for the improvement of quality and service on Aruba in general.

Position: **Part-time writer/editor, web-page designer** (Offered)

Editing, translation, weekly and otherwise writing of articles, research and creative thinking, design of first phase AQF Webpage.

14 April 1997 –  
23 December 1997

**Ministry of Economic Affairs, Tourism, Trade and Industry Aruba**

Government of Aruba

Position: **Personal Assistant to the Minister** (40-50 hours) (Offered)

Responsible for all administrative and otherwise duties including but not limited to drafting letters in Dutch, English, Papiamentu, Spanish; setting up meetings; accompanying the Minister; booking transport and hotel accommodations etc.); taking minutes at non-political meetings, follow-up to meetings through phone calls and otherwise; preparation of staff- and director's meetings. Non-political second memory to the Minister, held to absolute confidentiality.

Position: **Assistant to the Minister's Advisor** (Offered)

*While in position immediately above*

Responsible for administrative, filing, courier duties, taking minutes.

24 September –  
23 December 1997

Also responsible for office management Ministry.

23 July 1992 –  
12 April 1997

**Hyatt Regency Aruba Resort & Casino** (Hotel)

**Several positions** (40-50 hours) (Application/promotion)

16 January 1996 –  
12 April 1997

**Department Executive Office**

Position: **Executive Assistant** (Offered)

Responsible for all administrative and otherwise duties as pertaining to this position, reporting directly to the Executive Assistant Manager of the Rooms Division, including but not limited to drafting letters in English and Spanish, translation of documents; reception of hotel guests and employees; delegation of complaints and requests to department heads; minutes of staff- and Rooms Division meetings. Assistance to Rooms- and F&B department heads in the making of forms and flyers.

16 January 1996 –  
1 May 1996

Position: (First ever) **Hyatt Golf Coordinator** (Offered)

*While in position immediately above*

Responsible for set-up, development and fine-tuning procedures with regard to golf reservations for guests of Hyatt Aruba at Tierra del Sol golf course; weekly and monthly reports on voucher sales to the General Manager and Accounting; initiation and completion of a "Golf Coordinator Manual".

January 1993 –  
February 1994

Position: **Aerobics Instructor** (Recreation Department) (Offered)

*While in position below*

Responsible for 1 hour of Step Aerobics or Body-Toning for guests on weekdays.

23 July 1992 –  
15 January 1996

**Department Housekeeping**

Position: **Office Coordinator Housekeeping** (Open application)

Responsible for payroll and personnel forms (vacation, sick leave, leave of absence etc.) for Housekeeping, Laundry and Uniform Room Department (approx. 110 pax), administrative duties, management and supervisor back-up (delegation, room assignments, floor supervision), Lost & Found logging, storage and follow-up.

## ACCOMPLISHMENTS

### Work-related accomplishments:

- Hyatt Aruba Assistant Manager of the 2nd Quarter 1995.
- First Hyatt Aruba Newsletter (Hyatttime) chairman 1996-1997.
- First Hyatt Aruba Talent show committee member 1996.
- Hyatt community programs contributor, i.e. HYATT FORCE and the Worlds' Largest Office Party.
- Hyatt training: Service Plus, Interaction Management, CPR, First Aid.
- Translator and editor English language for English/Papiamentu newsletter "MetaBuzz", a publication of MetaCorp N.V., Aruba.
- FMO Team Bonus 2002.
- USG Innotiv 'Industrie' Team Building Award 2007.

### Artistic accomplishments and projects:

- Miscellaneous publications since 1979.
- Over 50 completed musical works (for piano solo).
- 2 CD productions and several concert productions since 2000 (for G. Corrales Romero).