**MARTYN EDWARDS**

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**EXPERIENCED SERVICE MANAGER**

A solutions-driven professional with over 25 years of strong expertise leading various teams and performing operational functions and managing projects of major national infrastructure programs within an operation centre environment in the Broadcast and Telecommunications sector. Possesses solid process management, administrative, and communication capabilities in addition to a strong track record of providing exceptional customer service. Enforces compliance with policies, procedures, regulations, and top-quality standards. Highly organised, able to manage complex workloads and exceed demanding targets against critical deadlines. Keen to find a suitable Service Manager role that will fully utilise existing skills and experience and offer an opportunity for continued growth and development.

AREAS OF EXPERTISE

* Service Transition Management
* Broadcast / Telecom Operations
* Operations Manager
* Project Management
* Quality Assurance
* SNMP Telemetry Systems
* Commercial Awareness
* Stakeholder Management
* Report Writing
* Customer Service
* Conflict Management
* Handover Procedures
* Staff Motivation
* Team Management
* Workforce Optimisation
* Resource Planning
* Performance Management
* Health & Safety Compliance
* Improving Inefficiencies
* Strategic Planning
* Charting Information
* Budget Management
* Risk Assessment
* End-User Document
* Site Acceptance Testing
* Cease
* DataMiner
* CMDB & ITSM Systems
* Microsoft Office

OVERVIEW

* 25+ years of experience leading multiple tasks in the Broadcast & Telecommunications sector.
* Proven team leader with exceptional ability to delegate, motivate. and communicate with team members to exceed organisational objectives in terms of speed, efficiency, certainty, and professionalism.
* Possesses strong operating dynamics and the ability to meet and exceed Project Key Performance Indicators.
* Expert in defining the scope of projects based on gathered project requirements including documentation of constraints, assumptions, operational impacts & project risks.
* Adept at planning and problem resolution; able to investigate and solve issues, including complex or long-standing matters; utilises a clear, logical mind with a practical approach, accompanied by excellent forecasting skills.
* Improve service quality and minimise errors through performance evaluations, effectively identifying and targeting areas in need of changes.
* Demonstrable ability to explain recommendations in clear language that can easily be understood.
* Reliable, flexible, and adaptable with the ability to work effectively under pressure.
* Capable of resolving customers’ complaints while identifying problems and taking appropriate corrective actions.
* Commended for high emotional resilience regardless of work pressure.
* Excellent multitasking capability in coordinating a wide range of processes promptly and meeting the deadline.

PROFESSIONAL EXPERIENCE

*TechTalent Academy Apr 2021- Present*

**AWS Re/Start Certified CLOUD PRACTITIONER TRAINING**

* Introduction to Cloud Computing, Advantages of the Cloud, What is AWS?
* Cloud Concepts, Security & Compliance, Technology, Billing & Pricing,
* Computing models, SaaS, IaaS, PaaS,
* Principle of Least Privilege, Shared Responsibility, Compute, Storage, Database,
* Linux, Networking, IAM, AWS Applications, EC2, S3, Lambda, CloudFront, Route 53, Elastic Load Balancing, etc.

*Arqiva Limited*

**OPERATIONAL LEAD – SERVICE TRANSITION** Jan 2018 - Dec 2020

* Successfully functioned as the Service Transition lead between the Project team and Operations.
* Coordinated initial review of business systems, administration, resources, procedures, and methods to improve operationally and cost-effectiveness, utility and efficiency before transitioning.
* Operated with multi-disciplined teams and provided a variety of service transition management functions, engineering, and configuration services defined by business needs and end-user requirements.
* End to end configuration and testing of TCP/IP connected SNMP telemetry platforms.

PROFESSIONAL EXPERIENCE (CONT’D)

**SERVICE MANAGEMENT CENTRE DUTY MANAGER** Nov 2014 - Dec 2017

* Directed the broadcast of all national TV, BBC, and Commercial VHF, MF, and DAB transmission services.
* Served as the main point of escalation and Multi department liaison for a team on Network Operators providing Remote Network Management of the Transmitter Network, Incident Management, Problem Management, Service Outage investigations, Process Management, Customer Reporting Validation, and Customer SLA Measurement.
* Managed Out hour’s field staff safety and carried out Line management responsibilities over a team of Network Operators, Staff objectives, KPI settings, and measuring fault ticketing accuracy.
* Handled Staff evaluations, Staff discipline procedures, Continual service improvement, and Contract financial evaluation.

*Arqiva Limited*

**BROADCAST NETWORK OPERATOR** Sept 2011 - Oct 2014

* Successfully managed the daily operations and first-line fixes of the UK’s network of 1500 + DTV Transmitters and the operational readiness of redundancies, by methods such as SNMP based telemetry system operations, GPRS SMS commands, GUI interpretations, IP interrogation, Data analysis.
* Prioritised multiple ongoing/incoming faults, recognised and interpreted fault trends, raising and closing fault and planned maintenance record tickets and keeping the relevant program companies informed via varied methods.
* Attained SLA’s and KPIs by identifying potential system failures and weaknesses and proactively advise and recommend a course of action.
* Collaborated with Operations, Engineers and cross-functional staff to effectively solve problems.

*Tel-Aer Services Limited*

**PROJECT SUPERVISOR & SENIOR SERVICE ENGINEER** 2003 - 2011

* Boosted sales of digital switchover by effectively surveying flatted properties for TV and Satellite upgrades.
* Ensured high-level customer service is maintained by proactively solving Technical issues with immediate effect.
* Interface with development in support of projects or implementations.
* Maintained current projects and planned future projects from conception to complete handover - Ensured all work is carried out to schedule and of high quality and acted as a mentor to other engineers and office staff.
* Prioritised engineers’ workloads.
* Effectively handled Stock and equipment control management.

*Army*

**ROYAL SIGNALS RADIO TELEGRAPHY** 1995 - 2003

* Operated and supervised mobile, fixed, national, international voice and data communications networks at a Junior Management Level.

EDUCATION AND CERTIFICATIONS

* Prince2 Foundation (working towards)
* ITIL Foundation
* NVQ Level 2 Electric and Electronic Servicing (Signal Reception)
* SMATV and IRS communication networks (C & G 3456-01)
* Domestic aerial and satellite installation course (distinction)
* Royal Signals 2-year apprenticeship, (Radio Telegraphy)
* GCSEs

PERSONAL SKILLS

* Proactive
* Communication
* Adaptable
* Resilience
* Detail-Oriented
* Problem-Solving
* Analytical
* Interpersonal
* Multitasking
* Time Management
* Critical Thinking
* Flexible
* Leadership
* Teamwork
* Organisation