

Ryan Williams

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PROFILE

- A very experienced and successful Customer Service, Sales & Retentions and Complaints Leader. Managing multiple teams across India, Philippines, South Africa, UK & Ireland.
- I have an extensively proven track record within the contact centre & tech/telecoms industry, spanning over 13 years & 3 continents.
- I'm able to work in a very fast paced environment, whilst remaining calm under pressure.
- I understand the importance of working & building relationships with internal and external stakeholder in a large business and have done so successfully over my whole career in the last 20 years.
- I am extremely proud that I am now also, a Full Stack Web Developer. I have built various personal projects from mock websites to CV (resume's) to fully responsive websites using full stack.

KEY ACHIEVEMENTS

- Through loyalty, hard work & building strong relationships, I managed to start my first career on the phones as a customer service/sales advisor, then got promoted to Assistant Team Leader, then Team Leader, then got a secondment as an Offshore Site Manager and performed well enough to secure a full-time position in the Offshore team as a Site Support Manager. In total I spent 13 years in this company.
- Personally designed, implemented & rolled out new processes to T-Mobile/EE's credits and adjustments offshore policies, saving the company over £250,000 in the first 3 months, £175,000 in the following 3 months and £125,000 in the last 6 months.
- Working with internal stakeholders I setup a new complaints process which was rolled out across the whole of EE's 15 contact centres (onshore and offshore). Bringing the whole of the companies' complaints down by over 10%. At the time, EE had over 28 million customers.
- Successfully planned, managed & delivered, over 800 railway jobs for clients such as Network Rail, Transport for Wales, Alun Griffiths, KGJ Price & Centregreat. All these were delivered to budget, timeframe and accident free.
- Through the same values, motivation and hard work as above, in my next career on the railways, a completely different industry I went from being a general labourer (PTS) to a Controller of Site Safety (COSS) to Plant Operation Supervisor (POS) to a Railway Planner.

Railway Planner

TXM Plant Ltd

2022 – 2023

My role was to take complete ownership of a railway job, building relationships and working with internal & external customers. Planning and managing the job from client requirements to legal regulation lift & OTP plans, logistical requirements moving plant/machinery & attachments to and from various locations around the UK, competence & certification checks for staffing, working with the resource team for staffing, invoicing PO's & on weekends I'd usually be the supervisor on the ground seeing the jobs through.

- Take requirements from a client, such as Network Rail. Utilising my experience on the ground, I'd give advice and guidance on what requirements they'd asked for were sufficient for all tasks needed to complete the job. Because of this, every job came in on budget and no financial wastage occurred.
- I would then liaise with the lift planning team to plan all lifts required on the job and produce hard and soft copies of lift and OTP plans to provide to the client and staff on the ground. I would then check over plans to see all legal regulations have been accounted for. This resulted in no paperwork errors on the shift, ensuring the job wasn't
- I'd liaise with the regional depots for logistical requirements sending plant and attachments to various locations where the works were taking place.

- Following the works I'd hold washup sessions with the clients to see what went well, what we could do better and any learnings we could take for future works.
- Finally, I'd engage the commercial team to get all the above costed. When the job was complete, I then had to raise the PO with the finance team for invoicing & payment.

Plant Operation Supervisor

TXM Plant Ltd

2018 – 2024

My role is to ensure that the safe system of work that has been set up is adhered to. Briefing various railway personnel on what system is in place and how works will be carried out. Understanding track diagrams, points and routes. Being able to co-ordinate with external stakeholders such as signallers, Engineering Supervisors, plant operators etc... and above all else remain calm no matter what situation is faced and make sure safety is always the number one priority.

- Take lead in any situations where an accident or emergency has occurred
- Ensure my concentration and awareness of what is happening around me is sharp, throughout long and busy days.
- Ensure that all work carried out by railway plant is done so correctly & safely.
- Making sure that all Network Rail policies and processes are followed to the letter.
- Liaising with clients that have hired plant from TXM to ensure that planned works are completed on time and done so safely.
- Setup safe ways of working systems.
- Setting up and maintaining exclusion zones around on track plant.
- Deliver task & safety briefings to everyone on site.
- Liaise with different teams involved in the task and act as point of contact, controlling any/all lifts and/or movements made by on track plant/machines.
- Ensure that anyone who I'm responsible for gets home safely after every shift.

Outsource Sites Support Manager

EE

2015 – 2017

My role was to manage compliance & projects across the whole of the EE service outsource estate (India, Philippines, South Africa, N.I, Ireland & UK) this included everything from complaints through to policy/process adherence.

Key Responsibilities

- Setup weekly calls and meetings with stakeholders, to track progress on all complaints including regulatory compliance & implement any changes to ways of working to improve.
- Dissected reports & results via Excel using various methods i.e. pivot tables, conditional formatting, formulas etc... to identify risks and opportunities
- Compile and present PowerPoint presentations to director level.
- Managed agent system conformance through various methods i.e. performance management, weekly reporting, impact to other areas directly correlated to the usage and adherence of the systems.
- Deputised for Site Managers in Partner sites to cover holiday periods and longer-term leave, both on and offshore.

Outsource Site Manager (Secondment)

EE

2014 – 2015

My role was to manage every aspect of performance across various outsource sites, starting in Ireland, moving onto South Africa and then on to the UK. This included managing everything from complaints, KPI performance & credits etc... through to contracted hours delivery, resource planning & the relationship between EE and the partner.

Key Responsibilities

- Influenced change to ways of working, to benefit performance in our outsource partners through relationship management of stakeholders, best practice sharing, weekly & monthly & quarterly business review meetings & conference calls.
- Liaised with Resource & Planning to ensure accurate forecasts for hours delivery was provided on time as per the contract.
- Liaised with commission managers to ensure that a consistent approach and achievable targets were in place for campaigns teams to re-enforce engagement around achieving monthly sales targets.
- Put in place non-adherence to compliance penalties.

Permanent Team Leader

EE

2012 – 2015

Assistant Team Leader

T-Mobile

2010 – 2012

My role was to lead a team of up to 16 people in the delivery of the Consumer propositions that helped secure EE A place as No.1 in the industry for sales, retentions & service

Key Responsibilities

- Direct line management responsibility for the team, including establishing goals, performance expectations, objectives, conducting regular 121's, coaching sessions, call monitoring feedback etc
- Recruited and inducted new starters into the operations.
- Managed disciplinaries & grievances raised.
- Demonstrated care and understanding for individuals within my team, building employee engagement and trust, whilst balancing the needs of the business.
- Built sustainable relationships & networks with key stakeholders, to facilitate the sharing of best practice across teams, both onshore and offshore.
- Proactively managed attendance, absence and attrition within the team to ensure service levels met.

Sales & Service Advisor

T-Mobile

2005 – 2010