

Graham Lamb

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Profile

Systems engineer and training instructor with extensive experience within both HM Forces and the private sector. Continually demonstrating my abilities in product development, customer support, training and engineering roles within industrial, aerospace and domestic sectors. Design, service, support, project supervision and technical training to end-users and installer base clients both UK and overseas in countries as diverse as Oman, Japan, Bulgaria and the USA. A range of transferable skills in IT, electronic, electrical, hydraulic, pneumatic and mechanical disciplines.

An excellent communicator well versed in building excellent on-going business relationships in a customer-facing role while planning, implementing and delivering installation, maintenance and training services. My personal resilience, can-do attitude, attention to detail and ability to work well under pressure, both as an individual and team-member, have given me the reputation throughout my career as the “go to” person to deliver highly complex and technical projects within tight time scales to the highest standards.

Skilled in working as the company’s on-site representative both home and abroad, adhering to correct methodology and process to ensure the highest quality work at all times while ensuring compliance with technical, operational and safety criteria. I have authored and delivered training courses and version-controlled technical documentation for a number of companies operating to ISO 9001 standard. Microsoft Windows & Apple Mac proficient with extensive experience of working with MS Office, Adobe CC and a number of software design and development platforms including Unity and C#.

Career History

Nov 2012 - Present

Virtual Reality Systems Developer

MIINT IMAGE, ANDOVER

Interactive virtual reality (VR) services for business.

- Designing and developing interactive mobile-based virtual reality (VR) applications utilising a range of software design tools.
- Engaging with senior management within a range of SME’s to develop high quality IT and 360° digital media services for marketing and training.
- Google trained and contracted to deliver VR ‘Street View’ services to UK businesses on a fast response travel-to-site basis.
- Capturing and processing 360° and conventional digital photo and video media.
- Interacting with a range of clients such as Telefonica O2, Bombay Sapphire, Citizens Advice, Anytime Fitness from project specification through design and delivery stages.

Mar 2010 - Dec 2012

Technical Support & Training Consultant

PASSIVSYSTEMS LTD, NEWBURY

Intelligent control and monitoring of domestic solar PV and heating control systems.

- Delivered a program of installation training and technical documentation to reseller network throughout UK, Denmark, UAE and Oman to improve customer experience and increase product sales.
- Carried out training installations on a range of wireless ‘smart’ electricity meters, heating, ventilation and air conditioning controls for domestic installers teams, prospective investors and international utility companies.

- Provided special projects installation and testing services to R&D team during new product development to ensure smooth transition to launch phase.

Dec 1999 - Dec 2010

Technical Support & Training Director

CODEPACK SOLUTIONS LTD, CHICHESTER

Auto-ID and product marking technology (cont..)

- Delivered and installed a range of bespoke hardware and software based solutions associated with product identification, data collection and stock control.
- Managed a small team of support staff and contractors depending upon the individual project, monitor KPI's and ensure projects delivered to schedule.
- Installed hardware and software based products into a wide range of environments from office-based to heavy-industrial within the UK and Europe.
- Developed and authored training literature, training presentations and product manuals.

Feb 1993 - Dec 1999

Customer Support & Training Manager

DOMINO PRINTING SCIENCES LTD, GUILDFORD

Industrial product coding technology.

- Supervised a team of customer support engineers operating both within the UK and overseas.
- Delivered of a program of distributor and subsidiary training, to ensure a high standard of International product support.
- Developed range of service and support strategies resulting in 38% increase in departmental revenues in first 12 months whilst achieving increased customer satisfaction as measured through our ISO 9001 Quality System.
- Management of the Company Total Quality implementation project, resulting in BSI ISO 9001 accreditation.

Aug 1989 - Jan 1993

Senior Electronic Installations Engineer & Technical Instructor

EMHART GLASS (UK) LTD, DONCASTER

Glass manufacturing machinery and electronic production systems.

- Installation Supervision of multi-million dollar automated Industrial Production Lines and associated networked microprocessor-based electronic control systems. This included participation in the complete project from the initial sale, through specification, build, testing, shipping, install and commissioning phases.
- Installation and support service with extended periods of overseas travel in USA, Canada, North Africa and Europe.
- Delivered on-site and telephone technical support services
- Maintained and repaired digital, analogue and electro-pneumatic systems to component level.

Jan 1987 - Aug 1989

Flight Simulator Engineer

ROYAL AIR FORCE, VARIOUS

Flight simulation systems for pilot training and evaluation.

- Delivering systems support and aircrew instruction, working on mainframe computers and software, programmable logic controllers (PLC's), instrumentation, ac-dc power distribution, pneumatic, hydraulic and visual systems.

July 1983 – Jan 1987

Flight Systems Engineer

ROYAL AIR FORCE, VARIOUS

Electronic navigation and weapon aiming systems technology.

- Delivered maintenance and repair services to component level of aircraft inertial navigation, instrumentation and weapon aiming systems.

Feb 1982 - Jul 1983

Area Service Engineer

LUX TRAFFIC CONTROLS, HORSHAM

Temporary & semi-permanent traffic control system installation & maintenance.

Sep 1980 – Feb 1982

Apprentice Avionics Engineer

LAKER AIRWAYS LTD, LONDON GATWICK

Trans-Atlantic air passenger and cargo services

Qualifications

Excel Electrical Training Ltd - BS7671 17th Edition Wiring Regulations & Part P

RAF Management Training School - Trade Management & Instruction Techniques

RAF No.2 School of Technical Training - Advanced Flight Simulation Techniques

University of Southampton - Fibre Optics in Communications

RAF No.2 School of Technical Training

BTEC Diploma - Aerospace Studies, Avionics

City & Guilds – Electronic Workshop Techniques

Royal Air Force Certificate of Merit for Outstanding Ability in Electronic Engineering.

Croydon College of Technology - BTEC Certificate - Avionics

Personal Information

Nationality:	British Citizen
Mobility:	Full Clean Driving License
Other Languages:	French
Referees:	Available on request