**TYLER ALAN PEARSON**

**Email:** [spartan7510@sky.com](mailto:spartan7510@sky.com) **Mobile:** 07775010809 **Location:** Wokingham, Berkshire

A Professional security cleared (SC) Senior Service Operations and a Regional Technical Support Manager with over 13 years management experience working in global organizations that operate within the ITIL framework. An expert in Major Incident Management able to effectively deliver timely resolution through technical understanding of IT related issues. Very confident, highly motivated and results focused delivering best in class service to guarantee customer retention and renewals. Good communicator and influencing skills, a customer advocate who relentlessly drives operational excellence by actively building client relationships. Strong customer facing skills with the ability to gain respect and confidence of senior stakeholders within the business. Good commercial insight with a comprehensive appreciation of how technology can enable positive business transformation.

A team leader, exhibiting personal competencies of self-awareness, willingness to help others,

self-motivation and social awareness. Experienced at building high performing support teams delivering exceptional customer service. Outgoing, dynamic and a proven team leader, good team player and excellent communicator with sales experience. Able to investigate, analyse and diffuse difficult situations and circumstances whilst maintaining a calm, collected composure and focusing on customer satisfaction. An analytical mind-set, able to separate emotions from reason and make logical business related decisions under pressure with positive results.

A graduate in Electronic Engineering with experience working in Cloud/SaaS services, Routing and

Switching, Security, Wireless, IP Telephony and SAN technologies. Exposure to data communication networks spanning the globe of large enterprises to SMB networks having worked in Data Centres and Network Operations Centres throughout the United Kingdom.

**Major Achievements:**

* Cisco Systems: Responsible for creating an APAC support team to compliment a follow-the-sun model. Interviewed, hired, managed, trained and on-boarded team in record time at Cisco’s campus in Bangalore, India. Seamless transition of Sydney support function to a new facility in Bangalore at a 3:1 operational cost saving ratio.
* Cisco Systems: Process improvement and organisational restructuring – reduced inbound support service request workload by 35%. Process refinement and self-service tools, automated tool redirected website recategorization requests to appropriate administrative team (reduced support related service requests by 25%), customer provisioning and site builds through use of automated tools, simplified and redirected an additional 10% or inbound service requests to business operations team. This allowed support team to focus on break/fix issues which had a direct impact on CSAT (positive trend) from 4.24 in Feb 2011 to 4.65 in July 2011. Maintained above 4.5 average.
* Cisco Systems: Customer contract renewal renegotiation (Salvation Army) – attended customer site visit with sales manager to successfully renegotiate service contract. Personal intervention in addressing customer account concerns resulted in the customer signing another 3 year deal worth $90k
* Cisco Systems: Customer retention (Sunguard) – Customer gave notice of intent not to renew service. Took initiative to own and drive project for service improvement plan. Personal intervention resolving issues resulted in the retention of customer who signed up for another 12 months at a contract value of $142k.
* Fluke Networks: Led a collaborative effort with inside-sales manager to increase Gold service contract sales. Included operational process changes for Gold vs Standard service contract offering within boundaries of SLA (differentiated service offering) capitalising on functionality with new VOIP phone system. Personally responsible for the design and implementation of VOIP system and call flow, support team trained to promote advantages of Gold service to customers and awarded commission for new contracts. Resulted in a $3m sales increase in Gold service contracts from $8m to $11m for FY ‘08.

**Employment and Experience:**

**RICOH ITS JULY 2017 - present**

**Senior Service Operations Manager – VODAFONE NETWORK SECURITY OPERATIONS**

Operational service ownership of a managed network security service comprising firewall, proxy solutions and IDS/IPS systems from varied vendors including F5, Juniper, Bluecoat, Fortinet, Gigamon, Checkpoint/Nokia, Nortel, HP. Management responsibility for Service Delivery Managers and 2nd/3rd line support engineering teams based out of Newbury, Milan, Dusseldorf.

* Development of service delivery through a focus on continuous improvement and expansion of the service through the development of customer, vendor and partner stakeholder relationships
* Management of service delivery and a team of technical network security support engineers within Vodafone’s SOC (security operations centre)
* Service Transition of network security solutions from Projects into Operational support.
* Service Design consultation in collaboration with Vodafone service solution design team – IoT solutions
* Managing both internal and external senior stakeholders up to CxO level
* Managing direct costs with full P&L management.
* Commercial management of 3rd Parties and their contracts
* Management of customers and 3rd Party suppliers with respect to Incident Management
* Change control, release procedures and tools. TUFIN SECURE TRACK/CHANGE
* Expert in Incident & Problem Management – Escalation POC with follow-up RCA & Countermeasures, CSI/service improvement plans
* Contract negotiation, SOW, PO, RFP submissions, renewals and customer retention

**FUJITSU SERVICES 2016 - 2017**

**Service Escalation Manager - Major Incidents**

Contract role working on a defence account (MOD ATLAS Consortium) as escalation point of contact within remit of the ITIL framework. Currently have valid SC clearance through to Dec 2021.

* Management and resolution of all issues through the lifecycle of designated major incidents. Producing post incident reports, driving process improvement and change. Working with Problem Managers to address root cause.
* End to end responsibility for the management, communication, escalation, investigation and resolution of incidents, ensuring Business / Customer updates are timely and of sufficient quality, arranging discussions and updates as required.
* Ensure that all modes of communication are effectively used throughout the incident life cycle.
* Acting as Incident escalation focal point, identifying and resolving conflict and bottlenecks.
* Creation of agreed action plans with named actions & deadlines. Accountable for the Delivery of that plan.
* Document post incident recovery steps in order to establish Root Cause, aid in Process improvements, identify deviations and to enable creation of a Knowledge Base.
* Driving, developing and managing the major incident process and associated procedures / systems.

**Cofely-GDF Suez (Engie) 2014 - 2016**

**Project Support Consultant – Service Delivery and Early Life Support Manager**

Contract role managing the end-user SAP application deployment and infrastructure testing. Delivered end user services and managed the early-life support helpdesk for SAP roll-out project across Cofely estate of circa 8500 user base.

* Change Management co-ordination and point of escalation for critical project related infrastructure problems.
* Developed support processes for Early Life Support (ELS) and established the ELS help-desk function. Developed self-help guides for end-users, actively and directly engaged with end user base during UAT and ELS.

**Brocade Communications 2014**

**Technical Support Manager – SAN & IP**

FTC covered for support manager on medical leave. Regional management responsibilities of a 24x7x365 global technical centre, managing a 12 person team of L2, L3 and remote TAC engineers supporting Brocade's SAN, Routing and Switching products including escalation management point of contact for critical customer incidents. Ensuring KPI’s and results are delivered to Customer satisfaction, Channel Optimisation, Revenue and Service level targets.

* Staff appraisals, 1-2-1 meetings, chairing team meetings, development plans, performance reviews, coaching, mentoring, corrective actions.
* Escalation Management – Incident & Problem management, TAC Duty manager and escalation point for EMEA
* TAC advocate on Critical Customer Program (CCP) – driving critical escalations to resolution, conducting post mortem and root cause/countermeasures, engaging with executive management and providing RCA/RfO reports.
* Managing vendor relationships for Brocade’s rebadged OEM products – DELL, EMC, IBM
* CSAT review and service improvement, identifying gaps and revising/developing process to address shortfalls
* 3rd Party supplier relationship management – HCL. Improve knowledge of outsourced business partners to deliver on key objectives.
* Authorise the return of products from customers, Authorise credit notes relating to RMA’s, Authorise the purchase of materials for the technical department (seek authorization for major capital investments)

*Projects Delivered:*

* *Brocade Communications: successful delivery in creating a new EMEA IP support team following closure of Amsterdam TAC. Managed hiring and on-boarding of a new EMEA support IP TAC team following closure of AMS TAC centre*
* *Brocade Communications: successful delivery of EMEA technical support laboratory following closure of Amsterdam office*

**Cisco Systems 2011 - 2013**

**EMEA Client Service & Support Manager - Cloud Web Security (SaaS)**

Regional management responsibilities for a 24x7x365 Cisco Technical Assistance Centre (TAC) supporting SaaS offering comprising of 11 direct reports (8 local and 3 remote). Managed the acquisition integration of service/support processes for the transition of the Scansafe cloud support organization into Cisco Systems backbone TAC.

* **Staff Management**: Attract and hire exceptional talent, define responsibilities and expectations of each engineer on the team. Provide balanced feedback on performance, addressing opportunities for development and growth. Recognize and reward outstanding and exceptional performance. Partner with employees to develop actionable plans to support career goals.
* **Team management:** Operational Excellence - building and developing a high performing team, developing and executing on a team plan that supports the organization's goals and objectives. Driving regular meetings with team and managing team performance to goals**.** Promoting and cultivating a team spirit and culture built on open communication, collaboration, teamwork, trust and integrity.
* **Business Operations:** Accountable for developing and executing action plans to meet team objectives that contribute to the balanced score card and to business priorities.Developing, aligning and executing to a team hiring strategy to ensure requisite skills in support of business priorities.Understanding and articulating local team alignment to organizational vision and strategy and driving the team to achieve results. Identify, innovate and execute on opportunities to optimize the business.Engage in quality improvement initiatives**.** Model and integrate change management practices into the team. SLA management and service credit approval.
* **Customer Intimacy (VoC):** Proactive customer challenges/trendings: Developing a team / peer strategy to enhance the customer experience by proactively engaging through Customer Sat Low score follow ups**,** Ownership of escalations**,** proactive case reviews**.** Presenting corrective action reviews at CxO level, creating RfO/RCA as part of closed loop analysis, presenting monthly service reviews and QBRs to customers.
* **Customer Advocacy:** Serving as customer's advocate by identifying case management trends and proactively escalating issues through engagement with senior escalation resources**.** Conducting TAC tours and actively meeting with customers in the field.
* **Service Culture:** Acting as escalation point for customers**.** Empowering employee ownership of customer issues within the local team. Driving adherence to industry standards (TL9000, ISO) with local teams. Fostering an environment of inclusion and diversity and creating a work environment for the local team in which people are valued and rewarded for their accomplishments.

**Fluke Networks (Danaher Corporation) 2006 - 2009**

**EMEA Technical Support Manager/ Customer Services Engineering Manager**

Managed a multi-lingual/multi-national technical support team in a global 24x7x365 technical assistance centre which consisted of a mixture direct office based reports and globally dispersed team members in a matrixed team.

* **Strategy and Planning:** aligning strategy with organizational goals. Process improvement and development of new strategies through Kaizens. SWOT, balanced scorecard, customer feedback, internal stakeholder engagement. Root Cause & Countermeasures, Pareto charts for problem analysis. Identify business opportunities which build on the FNET’s services business and actively work to win and deliver these opportunities.
* **Staff Management:** Managed multinational and multi-lingual team of engineers in an office based and remote capacity. Responsible for professional development plans and staff appraisals, as well as disciplinary action and performance improvement plans (PIPs). Developed rewards and recognition program.
* **Business Management – Operations:** Management of channel partner relationships. Escalation point of contact for EMEA. Analysis of performance metrics and development of action plans to address negative trends. Manage quality metrics as per the Danaher quality goals
* **Cost Centre Management:** SAP and Hyperion for budgeting, forecasting and expenditure tools. Responsible for cost centre management of £500K budget.

*Projects Delivered:*

* *Delivered a new support IP telephony system for differentiated support models – Gold vs Standard support. Implemented Cisco VOIP solution for TAC “follow the sun model”*
* *Delivered EMEA product testing lab to improve efficiency in case resolution by local problem replication.*
* *Delivered Service Centre Customer web-portal for customer self-service. Improved operating efficiency and reduced our inbound case volume.*

**Minx Technology – Cisco Gold Partner (acquired by Insight Enterprises) 2004 - 2006**

**Senior Technical Team Leader/ Network Design Consultant**

* Supporting the sales team - Presenting solutions and producing SOW for customers, documenting, designing, deploying, installing/implementing and testing solutions (POC).
* Implementation and management of support contracts – CARE-NET

*Projects Delivered:*

* *Aurora (Mosaic Fashions) designed and installed new Core Network & IPT system - published in http://www.commsbusiness.co.uk/*
* *Designed and commissioned Gold Partner Lab to meet criteria for Cisco Partnership.*
* *Hitachi Data Systems European LAN refresh project*

**EDS (acquired by HP Enterprise Services) - EDS Graduate Programme: 2001 - 2004**

**Second Line Network Support (Data Centres) and Network Operations Engineer (Forex trading platform)**

* Data Centre Engineer – move/adds/changes, provisioning and decommissioning.
* NOC Engineer – break/fix issues on FOREX trading network (formerly EBS now ICAP)
* Project work – delivery of IT infrastructure projects for BP, ABN AMRO, AMEX, GM, NHS

*Projects Delivered:*

* *Delivered development lab network for BP’s integrated supply & trading (IST) platform*
* *Part of infrastructure team that successfully delivered disaster recovery centre for BP’s IST trading platform*

**Discovery Skills Corp. (South Africa) 2000 - 2001**

**Systems Engineer - Microsoft platforms and networks**

* Delivered computer based training centres (Learnkey) for schools in South Africa

**Educational Qualifications:**

1994-1998: National Diploma (HND) : Electrical Engineering (equivalent Foundation Degree - UKNARIC)

1989-1993: Matriculated (Matric equivalent to A/AS Levels)

**Certifications:**

CCNA (640-801) ID: CSCO10740436

WLANFE (642-582)

**Nationality:** British

**Security Clearance:** 2001 MOD – Rolls Royce Bristol

2004 Scotland Yard – EDS Government Projects

**Mobility:** Fully mobile, clean driving licence.

**Training Courses Attended:**

* CISCO - Kepner-Tregoe Analytic Troubleshooting (ATS) workshop – 2012
* CISCO - Cisco Management Series (CMS) – 2011/2012
* ITIL® v3: SERVICE MANAGEMENT FOUNDATION – 2009
* BCMSN (CCNP: Building Cisco Multilayer Switched Networks – 2009)
* ICSW (CCNP: Implementing Secure Converged Wide Area Networks – 2009)
* ONT (CCNP: Optimizing Converged Cisco Networks – 2009)
* FNET - Excel Advanced course – 2008
* FNET - DBS Policy Deployment & Root Cause Countermeasures – 2007
* FNET - DBS Targeted Business Acumen and Core Leadership Sessions – 2006
* FNET - DBS Behaviour Interview Training – 2006
* FNET - DBS Operational Finance – 2006
* BSCI (CCNP Building Scalable Cisco Internetworks) - 2005
* CSSOC (CISCO Content Services Switch Operation & Configuration) -2004
* EDS - Kepner-Tregoe Analytic Troubleshooting (ATS) workshop) - 2003

**Technology Experience:**

* Cloud/SaaS service and support management experience
* Good knowledge and experience of IP routing and switching
* Good knowledge and experience of working with wireless LAN systems,
* Moderate knowledge and experience of IP Telephony systems.
* Moderate security knowledge and experience - Firewalls, ASAs, Cloud Web Security Gateways
* Microsoft Windows server and desktop intermediate system administration knowledge
* Competent with MS Word, MS Excel, MS Visio, MS project, MS Powerpoint

**Interests/Activities:**

* Entrepreneurship – built an import and distribution business in 1998 which operated for 14 years by family member before closing down to retire. Built business in 2010 with an acquaintance - a high street store catering for a niche market in Elstree/Borehamwood. Sold this business to a competitor to focus on full time employment.
* Weightlifting and jogging/exercise - Provincial colours for Bodybuilding in 1997, South African Championships
* Tennis and Squash
* Scuba Diving and snorkelling - NAUI Advanced Scuba Diver
* Blockchain Technology – cryptocurrency. I have built 6 crypto-currency mining rigs that currently hash at 2.25 Gh/s on the Ethereum network.