

# Guillaume Deleeuw

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## Technical Support Leader

Information Technology | Business Intelligence Software | Project Management | MHFA certified

- Incident Management
- Staff Recruitment
- Customer Support
- Software Troubleshooting
- Team Leadership
- Cloud Technologies
- Observability/Monitoring/Alerting
- DNS / UNIX / SaaS / Network
- Logical Problem Solving
- Communication Skills
- Project Management
- Escalation Management

### PROFESSIONAL EXPERIENCE

#### BLINK, UK 2024 – 2025

##### *Customer Support Team Lead, 2024- 2025*

- **Team Leadership & Strategy:** I built and led a high-performing multidisciplinary Support team, implementing scalable processes, tooling, and documentation to improve operational efficiency.
- **Technical Escalation Management:** I acted as a player-coach, resolving complex technical escalations and driving a customer-first approach to support delivery.
- **Cross-Functional Collaboration:** I partnered closely with Product and Engineering to influence roadmap prioritisation, reduce support friction, and surface frontline insights.
- **Self-Service & Automation:** I enhanced self-service and Help Centre strategy, integrating AI tools and in-app support to boost customer autonomy and reduce ticket volume.

#### BRAZE, UK 2020 – 2024

##### *Senior Technical Support Team Lead, 2020 - 2024*

- **Leadership & Management:** I oversaw the EMEA Enterprise Technical Support Operations, directly managing and mentoring a team of 7 skilled professionals to achieve key performance indicators (KPI's) and exceed customer expectations.
- **Data-Driven Performance:** I utilised Business Intelligence tools to create, maintain, and manage comprehensive reports, driving data-informed decisions to enhance team performance and operational efficiency.
- **AI Integration Projects:** I led initiatives to integrate Artificial Intelligence into support processes, ensuring our services remain innovative, competitive, and ahead of industry trends.
- **Incident Management:** I acted as the escalation point for critical incidents, coordinating timely resolutions to maintain business continuity and high customer satisfaction.
- **Process Improvement:** I project-managed the development and implementation of new processes, focusing on enhancing customer support experiences and optimising team workflows (e.g., employee recognition programs, follow-the-sun support model, escalation protocols).
- **Customer Satisfaction:** I implemented targeted coaching and strategies to ensure the technical support team delivers exceptional service tailored to individual customer needs, boosting overall satisfaction and loyalty.
- **Product & Engineering Collaboration:** I worked closely with product and engineering teams to address technical issues, provide feedback on product performance, and contribute to the development of solutions that enhance support efficiency and customer experience.
- **Talent Acquisition:** I led the recruitment process for the EMEA Enterprise team, identifying and onboarding top talent to drive our support operations forward.

#### ONEWEB, UK 2019 – 2020

##### *Incident Manager, 2019 - 2020*

- **Incident Management:** I led incident management efforts for IT systems across the UK region, ensuring swift resolution and minimal disruption to business operations.
- **Enhanced Observability:** I implemented and managed advanced monitoring and paging systems (VictorOps, DataDog, Nagios) to increase system observability and proactive issue detection.

- **Process Development:** In collaboration with team managers and directors, I designed and established a comprehensive Incident Management process, including on-call schedules, from the ground up.
  - **Continuous Improvement:** I conducted ongoing analysis and enhancement of configuration items to predict better and handle new situations, leveraging improved observability for proactive management.
  - **Collaborative Product Enhancement:** I partnered with Third-Party Customer Success Managers and Sales teams to identify and implement product improvements, optimising internal user experiences and system performance.
  - **Training & Development:** I thoroughly trained users and staff on newly implemented processes to ensure seamless adoption and operational efficiency.
  - **Global Coordination:** I hosted monthly meetings with the global IT team to share updates on processes and foster a cohesive and informed team environment.
  - **Maintenance Scheduling:** I coordinated maintenance activities and pre-launch production freezes, managing notifications to all impacted stakeholders to ensure smooth operations.
  - **Change Control Management:** I oversaw change control processes, secured necessary approvals from the Security and Engineering teams, managed risks, and ensured global awareness and preparedness.
- Permanent contract ending with coronavirus-related company bankruptcy.

## **ZENDESK, UK 2012 – 2019**

### ***Incident and Escalations Manager, 2018 - 2019***

- **Incident Management & Prioritisation:** I led incident management efforts across EMEA, collaborating with Engineering teams to prioritise bug resolution based on business impact and ensuring swift incident resolution.
- **On-Call Team Leadership:** I managed and trained the on-call support team, overseeing paging software (OpsGenie & PagerDuty) to maintain readiness and responsiveness.
- **Effective Communication During Incidents:** I facilitated seamless communication between engineering and customer-facing teams during incidents, leveraging dedicated Slack channels and Zoom calls to minimise incident duration.
- **Process Management & Documentation:** I acted as a project manager for incident-related processes, ensuring the creation, documentation, and management of effective procedures for resolving security and service incidents.
- **Global Coordination:** I ensured smooth hand-offs in the follow-the-sun process, coordinating incident management efforts between Australia, EMEA, and American counterparts.
- **Executive Reporting:** I provided detailed reports on incidents affecting strategic customers to director-level staff, VPs, and C-level executives, ensuring transparency and informed decision-making.

### ***Tier 2 Technical Support Team Leader, 2014 – 2018***

- **Team Leadership & Escalation Management:** I led a team of nine Tech Support Engineers, managing escalations from Tier 1 to Tier 3 and coordinating with various departments to ensure swift issue resolution. I also conducted weekly one-on-one meetings to set goals and monitor KPI achievement.
- **Cross-Departmental Collaboration:** I fostered strong relationships with operations and development teams by maintaining open feedback channels. I oversaw the hiring process, including executing technical tests to assess candidates' technical and troubleshooting abilities.
- **Process Improvement Initiatives:** I designed and implemented projects to enhance support processes and ensured the team operated professionally to deliver an exceptional customer experience.
- **Coaching & Development:** I provided guidance and coaching on new technologies and products, ensuring the team remained current with industry trends and refreshers. I organised and managed Business Intelligence dashboards to evaluate performance across EMEA Support teams.
- **Strategic Planning & Team Supervision:** I participated in Team Lead and Manager meetings to explain strategies and supervise the team, aligning with the requirements and goals of other departments.

### ***Tier 3 Support Architect, 2012 – 2014***

- **Subject Matter Expertise:** I led the Tier 2/3 teams as a Subject Matter Expert, providing advanced support on Authentication, Security, API, SSL, DNS, and other network-related issues upon request from Team Leads and Managers.
- **Escalation Management:** I oversaw the Tier 3 Support Architecture queue, managed escalations from Tier 2, and ensured timely, effective resolution of complex technical issues.
- **Technical Knowledge Sharing:** I developed and published internal technical articles to aid support teams in identifying and resolving issues, enhancing overall team efficiency and knowledge.

- **Recruitment & Evaluation:** I drove the technical aspect of the recruitment process, crafting questions and evaluating candidates' troubleshooting abilities to ensure high-quality hires.
- **Cross-functional collaboration:** I provided regular product and issue updates during engineering and support team meetings, ensuring all teams were informed and aligned on technical developments and challenges.

## **APPLE, Ireland 2010 – 2012**

### ***Internet Services Customer Support Tier 2, 2011 – 2012***

- **Technical Point of Contact:** I served as a key technical resource, guiding Tier 1 teams and other departments (Sales and Account Managers) through live chat to resolve complex issues and ensure accurate technical positioning.
- **Customer Request Fulfilment:** I addressed and resolved customer inquiries via email and callbacks, managing escalations from Tier 1 and maintaining accountability for Tier 2 iCloud/iTunes Store Support queues.
- **Training & Development:** I trained Tier 1 teams on new processes, products, and technologies, enhancing their capabilities and knowledge. I participated in the recruitment process by reviewing CVs and conducting peer interviews to assess potential candidates.
- **Escalation Management:** I handled and resolved escalated technical issues from Tier 1, providing advanced support and ensuring customer satisfaction through effective problem-solving.

### ***iOS Customer Support Tier 1, 2010 – 2011***

- **Customer Support Excellence:** I skillfully handled an average of 70 phone calls daily, addressing Tier 1 iOS/mobile device inquiries (iPhone, iPod, iPad) and delivering exceptional customer service.
- **Product & Process Knowledge:** I stayed up-to-date with new Apple products and processes to ensure a seamless and informed customer experience.
- **Market Adaptability:** I adapted to diverse markets and processes, including Quebec, the USA, and Europe, to meet evolving business needs and provide region-specific support.
- **Performance Tracking:** I collaborated with my Support Manager through one-on-one meetings to track and improve KPI's such as Customer Satisfaction, handling time, and call quality.

## **SAGEM COMMUNICATIONS, France 2008 – 2009**

### ***IT Support Engineer Tier 2***

- **On-Site Integration & Troubleshooting:** I seamlessly integrated Fax Servers into client networks on-site, adhering to internal protocols and specifications. I performed Tier 2 troubleshooting through callbacks and remote control for issues escalated from Tier 1 support.
- **Client Training & Support:** I conducted training sessions for client teams on the optimal use of new server technologies within their corporate environment. I also provided on-site follow-ups for hardware issues and offered guidance for system integration.
- **Enhanced Network Integration:** I collaborated with the client's network and system administrators to improve corporate networks' long-term integration and performance, ensuring a robust and efficient IT infrastructure.

## **LAVOISIER HIGH SCHOOL, France 2006 – 2008**

### ***System & Network Administrator***

- **Fleet Management:** I supervised and maintained 250 Microsoft Windows computers used by teachers and students, guiding new software and processes to ensure efficient use and smooth operation.
- **Server Management:** I administered eight servers running various operating systems, including Linux, Red Hat, Debian, and Microsoft Windows Server (NT4 to 2003). I implemented and managed a centralized network infrastructure linked to the Regional Council, enhancing connectivity and operational efficiency.

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## **EDUCATION & QUALIFICATIONS**

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**AWS Certified Cloud Practitioner *and* Solutions Architect Associate 2021**

**Azure AZ-900 Microsoft Azure Fundamentals 2021**

**ITIL Foundation 2018**

**PRINCE2 Foundation (Project in a Controlled Environment), Westminster Business School, London, 2017**

**Advanced Technician Certificate (Brevet de Technicien Supérieur) in IT Management Option “Network Administration”,**  
Lycée de Morlaix, France