

Philip Stubbs-Thomas

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Profile

A highly experienced support and maintenance telecommunications engineer with over 30 years of technical expertise, both as remote technical support and at customers premises. I bring a methodical and tenacious approach to fault finding and solution delivery, with proven success in resolution and implementation of robust solutions. Owing an EV I am passionate about the electrification of transport, heating and energy storage products, enabling the transition to renewable, sustainable decarbonised energy.

I am now seeking to leverage this comprehensive knowledge and support skillset, coupled with my technically-minded background and enthusiastic interest in electrical, electronic and software specific products, to contribute to the support and advancement of diverse electrical products within the electrical industry.

Skills

- Electrical and electronics, practical experience along with theoretical knowledge (City & Guilds qualifications)
- Microsoft certified professional (MCP)
- TCP/IP WAN/LAN networking along with router Switch and basic firewall configurations
- Windows and Linux systems knowledge
- Extensive cloud telephony systems experience, 8x8, Horizon, Evolve
- Extensive on-premise PBX experience in systems such as Panasonic, Avaya, Mitel
- Use of diagnostic tools, test equipment, meters, hand and power tools
- Wireshark analysis, SIP, VoIP, ISDN integration and diagnostics
- CCNA Interconnecting Device course completed
- Microsoft Office suite of products
- Experienced using a variety of software products and web tools
- Hold an enhanced DBS check certificate
- Self-motivated, happy working individually and within a team environment

Employment History

Senior Technical Support Engineer, babble cloud

Telecommunications Internet and IT company (April 2023 – June 2025)

- Senior support desk engineer responsible to carry out configuration changes, fault diagnosis and resolution, communicating with manufacturers and service providers to come to a swift resolution whilst keeping the customer fully informed, working to KPI and SLA time frames.
- Record, update knowledgebases and CRM portals with fault progression and resolution to enable other colleagues to obtain the latest information and details on a specific issue, enabling up to date and informed communications with customers and clients.
- As an engineer with experience of modern cloud hosted system but also legacy telephony equipment I was able to provide excellent service to customers looking after their inherent equipment until they were able to upgrade to the latest communications services, this excellent service meant the customer was happy for us to quote and present out latest offering without directly losing the customer to other providers meaning the revenue stayed within the business enabling the opportunity to sell other products and services.

Senior Technical Support Engineer, Midland Communications Co Ltd

Telecommunications Internet and IT company (April 1994 – April 2023)

- Maintenance and support on site and remotely for a variety of products and technologies, ranging from time clocks, public address facsimile machines door entry and telecommunications.
- Initially I updated customer communication equipment for the national code change (addition of 1, 2 in the dialing codes i.e. 01684) replacing micro-chips, system configurations followed by system testing and validation allowing customer to benefit from correct phone call billing and call barring.
- Assist in Installation of telephony systems and equipment, also providing ongoing maintenance and support to these customers initially onsite then as technology progressed remotely via remote access systems.
- Organised a technical training day for an international shipping customer for them to install and configure telephony on large ships and yachts, then providing site support at dock in the Netherlands, this enabled further business for other engineers to attend ships in dock to install and configure the telephony in many prestigious vessels such as the super yacht Le Grand Bleu.
- Provided interoperability testing, liaison and support with then current telephony systems to other manufacturers, such as Inter-M, Barix, Panasonic, Mitel and Kingston communications.
- Selected, developed, installed and tested inhouse server storage and email communications for our engineers, enabling knowledge, software and configuration storage, resulting in more efficient communication and data access to the engineering staff.
- Ongoing technical training and updates were constant through the years for products and services I supported.

Education

SkillSolve

(January 2004)

Microsoft Certified Professional - (MCP in Windows 2000 Professional and Server)

Worcester College of Technology

(September 1992 – August 1994)

City and Guilds 236 Electrical Installation, parts 1 & 2

City and Guilds 224 Electronics Servicing, parts 1 & 2

Droitwich High School

(September 1990 – July 1992)

7 GCSE, including Physics, Maths and English

Hobbies and Interests

- Recently I took up drone flying with my son which is great to learn about drone flight and piloting skills along with the rules and regulations regarding model aircraft flight.
- I have just passed a foundation archery training course at my local club, meaning I am now able to apply and join a club and progress with my new interest of target archery.
- My hobbies also extend to electronic and electrical projects like my home build EVSE “charger” self-build power banks and electric kart for my son, along with general permitted electrical work related to my home renovations.

References

Available upon request