

Raymond Supple

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Areas of Expertise

- Performance Management
- Reporting/Presentations
- Customer Service
- Managing High Level Complaints
- Managing Refund/Compensation Claims
- Fraud/DPA Issues
- Recruitment and Interviewing
- Disciplinary Proceedings
- Staff Training / Development
- Account Management
- Problem Solving
- Increasing Efficiency
- Leadership
- Target/KPI Delivery
- Change Management
- Domain Name/DNS Management
- Server Administration
- Website Management
- General I.T.
- General H.R.

Professional Experience

Support & Customer Service Manager

Jul 06 – Present

Daily Internet Services Ltd.

- Recruited prior to official launch of new company and responsible for hand-picking and training of specific Support/Customer Service Team
- Extensive role in managing all customer service issues, alongside technical issues
- Involved directly in resolving of any fraud/copyright/abuse/defamation cases
- Involved in all new projects/product launches
- Ensuring excellent customer support and service.
- Administering a Intertel Telephone System.

Technical Manager (inc. Call Centre manager)

Dec 04 – Jul 06

Pipex Communications

- Directly responsible for the second level Support Team and handled technical issues alongside Call Centre Manager (to which I was seconded for several months)
- Involved in high level projects from new product releases, Data Centre migrations to IP reassignments
- Involved in all recruitment and disciplinary proceedings for department staff
- Extensive liaising with other director/management teams in other sites around the country
- Met and exceeded KPI targets

Support Team Leader (inc. Dedicated Servers Team Manager)
Host Europe PLC.

Nov 99 – Dec 04

- Initially Team Leader of Support Team, before moving into specific Team manager role for high-end Dedicated Servers Business Unit.
- Managed a 24/7/365 team of 8 staff, including Account Managers.
- Responsible for micro-managing specific customers and overseeing projects
- Involved in all HR issues, from recruitment to pay reviews.
- Attended court hearings as technical representative in any company credit control issues with customers.
- Working alongside team to resolve all customer issues and ensure excellent service delivery

Other Skills

- Full UK car and motorcycle licence (both clean)
- Basic written and conversational German
- Qualified First Aider
- Completed Sales, Leadership and Team Management courses
- Experienced in most I.T. areas, from PC repair to some website design (currently create and manage www.dancewithlife.info)

Education

Staffordshire University, School of Computing & Engineering
1996 – 1999

Ernulf Community School, Sixth Form College
1994 – 1996

Personal

Date of Birth: 24th August 1978
Marital Status: Single (no children)
Interests/Pastimes: Motorcycles, Fitness & Sports, Latin American Dancing, Current Affairs, Cooking

References

Alison Curry-Taylor
Operations Director
Daily Internet Services
alison.curry-taylor@daily.co.uk

James Cameron
Programme and Project Manager
Experienced Portfolio
linkedin@jamescameron.co.uk