

Steven Phillips

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PROFILE

Experienced, versatile, and flexible **Field Service and Support Engineer** with over 7 years of experience and a wealth of technical and commercial skills acquired across a wide range of demanding roles. Now seeking a challenging and rewarding opportunity to demonstrate substantial abilities and make an effective contribution in a successful, focused team.

EXPERTISE

- Excellent customer service skills including over 15 years in retail management
- Logical and methodical, troubleshooting skills
- Extensive telephone support experience
- Installation, service & repair of a range of office and IT equipment, including warranty repair for Canon, HP, Oki, Kyocera, Epson & Minolta printers/copiers
- Preparation of repair and contract quotes
- Initial client PC set-up.
- Experienced in network cable installation
- Reliable. Meets demanding deadlines and targets and works well under pressure.
- Effective communication with co-workers and customers
- Self motivated with energy and drive. Consistently exceeds customer service, quality, safety and maintenance targets.
- Skilled with Windows and MS Office implementation and use.
- I
- Laptop & PC repairs
- Sage Line 50 Financial Controller proficient

ACHIEVEMENTS

- Played a lead role in the initial set-up of the Edgecoms Office Equipment Department
- Acted as specialist advisor for the procurement and set-up (including the sourcing and installation of specialist firmware) of Kyocera printers for the Pathology Labs in Gloucestershire NHS Trust
- Achieved 95% 'first fix' record Oct 08 – Feb 09
- Responsible for implementation of induction training of Field Service Engineers at CPC
- Took over large network cabling project after sudden illness of colleague and completed project on time.
- Jointly responsible for designing & setting up a small mixed (linux/windows) network for a local small business

WORK EXPERIENCE

April 09 – Present Desktop Field Service Engineer. Northgate Information Solutions
(Temp)

- Complete warranty & contract repairs printers/copiers & PC hardware /software within SLA
- Conduct investigation and diagnosis of IT equipment on customer sites
- Implementing planned changes to IT equipment
- Maintaining customer IT equipment and configuration to the highest level
- Carrying out implementation and configuration tasks.
- Carry out general IT administration tasks to include but not limited to, imaging both desktop and laptop PCs, server set-up, LAN set-up, stock checking and management of deliveries.
- **Technologies:** HP/Compaq, Kyocera, Konica/Minolta, OKI, Xerox, Dell, MS Windows XP, 2003, 2000, Mobile & Vista

Oct 08 – Feb 09 Desktop Field Service Engineer Northgate Information Solutions
(Three month contract position)

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Sept 05 - Jul 08 Business Equipment Engineer Edgecoms Ltd

- Installing new equipment and carrying out scheduled maintenance checks.
- Diagnose hardware, system & software faults and rectify – on-site and in workshop.
- Training office staff to use new equipment.
- Advise customers on upgrades or replacement systems and equipment.
- Logging repairs and writing up maintenance reports.
- Quote preparation
- Customer service
- **Technologies:** HP/Compaq, Dell. MS Windows XP, 2003, 2000, MS Office 97, 2000, XP, 2003. PC break/build/fix, laptop break/fix. CAT5e/CAT6, termination and testing, alarm system cabling, TCP/IP. Kyocera, Konica/Minolta, OKI, Xerox, Sharp, Canon

May 03 - Sept 05 Business Equipment/Desktop Engineer CPC Computing

- Telephone Support.
- On-site and workshop support
- Quote preparation
- Induction training of Field Service staff
- Carry out user creation and deletion administration tasks.
- Maintain documentation, including the register of licences, inventory and company IT procedures
- Carry out Back Up & Restore administration tasks.
- **Technologies:** HP/Compaq, Kyocera, Konica/Minolta, OKI, Xerox, Sharp, Canon, Dell, MS Windows XP, 2003, 2000. PC break/build.

June 88 - April 03 Deputy Manager Toys R Us

- Cash accountability, cash handling, maintenance of safe fund, computerised reconciliation.

- Originating correspondence, providing information and handling complaints.
 - Personnel, interviewing, recruitment and ongoing staff training.
 - Chairing staff meetings, conducting appraisals and implementing disciplinary procedures.
 - Housekeeping/maintenance and control of all health and safety procedures.
 - Allocation of staff according to daily workload.
- Merchandising
- Customer service, daily contact with the public.
- **Technologies:** EPOS

TRAINING & DEVELOPMENT

A+ 2nd Exam Result Pending

Certified First Aider

Regional Forklift Truck Trainer (Certified)

Engineering Foundation Course

EPOS Management & Systems

In-Store IT Management,

Support Management

Health & Safety

Epson Printer Manufacturer Training

HP Accredited engineer

City & Guilds - Water Industry (Current equivalent = Diploma in Water Engineering)

Open University, Social Sciences Foundation Course – Psychology

Open University, Faculty of Social Sciences - Economics and economic change

INTERESTS

Fitness Training, Football, Reading, DIY, Playing Guitar, Computers

PERSONAL

Marital status: Married

Nationality: British

DOB: 16/06/1954