


Alastair Brimley

EMEA Service Delivery Manager

A highly passionate and motivated individual with a passion for innovation and technical excellence

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WORK EXPERIENCE

EMEA Service Deliver Manager Speedcast

06/2021 - 06/2021

Role Details

- Directs and controls the activities of employees and contractors related to the delivery and support of communication services
- Serves as a single point of contact operationally to customers
- Ensures that KPI's listed in the relevant SLA's are achieved and customer expectations for service quality, HSE compliance, timeliness and customer satisfaction are exceeded
- Manage any applicable billing changes for assigned accounts
- Provide minor level project management
- Create and provide regular reporting and service analysis
- Maintains change order documentation and manages subsequent changes to the network

Senior Customer Support Engineer Speedcast

09/2016 - 06/2021

Role Details

- Provide technical support and subject matter expertise for all team members and customers
- Carry out engineering and operational changes to advanced satellite communications systems
- Provide guidance and coaching to all team members ensuring their duties are carried out in line with standard operating procedures and guidelines
- Perform management role when team leaders are not available
- Crisis management and support of critical fault and outages
- Creation of engineering documents for internal and external use

VSAT Technician Speedcast (Formally Harris Caprock)

03/2014 - 09/2016

Role Details

- B&T and RMA of satellite communication and IT network systems
- Configuration wiring and building Communication and VSAT equipment
- Creating demo systems for training and customer demonstrations
- Prototyping for product development team
- Ordering of parts and equipment for upcoming projects
- Workshop Streamlining

Electro-Mechanical Technician Baker Hughes

01/2013 - 03/2014

Role Details

- Troubleshooting, Test and repair of downhole drilling tools and systems
- Fault Diagnostic and re-work of damaged or faulty systems
- Precision measurements and inspection of equipment to ensure acceptance of mechanical and electrical tools

WORK EXPERIENCE

Store Supervision Toolsation

01/2012 - 01/2013

Role Details

- Opening and closing store
- Preparing cash floats, counting and recording take-ins and banking
- Serving customers, issuing tools and preparing orders
- Stock management, Document control
- Creating and managing COSH and Health and safety risk assessments

AWARDS

"ThankU" Harris Caprock Award

"Went above & beyond to locate the parts required and assisted in rectifying issues"

"Team of the month" Speedcast Award

Speedcast new award system celebrates the productivity of a specific team. My team was awarded team of the month 2 months in a row

"URock" Harris Caprock Award

"Set a great example for delivering results and ability to exceed our customer's expectations"

"Engineer of the quarter" x2 Speedcast Award

Speedcast new award system celebrates the productivity of a specific Engineer. First to be awarded the companies new engineer of the quarter award

PERSONAL PROJECTS

6S Project - Ticket Management (2018)

- Ticket reporting tool optimization to tracking and analyse trends within the NOC.

6S Project - B&T Shell Script Automation (2016)

- Create a Shell Script automation that would program software to SD cards. Aimed to reduce human error and decrease time spent by technicians.

6S Project - B&T/RMA Streamlining (2015)

- Create a visual aid for quick reference of current status of ongoing workshop jobs, Upcoming jobs, HSE and other workshop metrics.

SKILLS

Remote Troubleshooting

RF Equipment

Network Troubleshooting

RF Network Management

Process Streamlining

People Management

Time Management

Leadership

Job Prioritization

SLA Reporting

Problem Solving

Crisis Management

TECHNICAL SKILLS

IT Skills

CCENT, CCNA, Technical Support, Shell Scripting, Network Management, Microsoft office suite

Engineering Skills

CAD, Manufacturing, Efficiency, Soldering, Mechanical and Electrical measurements, Equipment Diagnostic, Electrical Design, Quality non-conformance

HSE Skills

First Aid, Fire warden, HSE office leader, Management of HSE equipment

EDUCATION

ICND1 (CCENT)

Harris Caprock LMS

2016

HNC Systems Engineering

Dundee College

2009

HND Electronic Systems

Teesside University

2014

GCSE x7 (A-C)

St Leonards School

2008