

# Kevin Lynch

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## My Next Role

I am looking for a role within a High Tech company where I can utilise my extensive experience of advocating first class customer experiences during a business transformation to meet both your customer and company expectations, and bringing value which generates revenue and profits.

## What I have to offer

I can bring to the role a skill set with strong change management and technical knowledge of complex systems. I have leadership skills with expertise in support operations, project management, technology and business development in relationships that include partners, customers, executives and other business stakeholders

My success indicates that I have the ability, leadership, discipline and focus to quickly ascertain critical customer needs, develop strategies to allow successful customer implementations. My expertise in developing first class customer services has also extended to local partners and worldwide support operations with direct and indirect support models.

I am a person that leads from the front, enjoys challenges, determined, dynamic, goal oriented and driven by high standards with a 'can do' approach to implementing the company vision. Being a creative and innovative person I am able to look at the wide business context and quickly implement new ideas for an organisation

## Career History

### Avid Technology

*Avid is an Oscar and Emmy award-winning video and audio solution provider*

**2000 - 2012**

### Service Support Manager

**2011 - 2012**

- Managed EMEA technical support for the Avid's iNEWS product set.
- Provided technical account management for ITV and BskyB.
- Responsible for all troubleshooting and initiated worldwide knowledge share on the Avid iNEWS product set.

### Achievements

- ✓ Transformed the support experience for all indirect customers resulting in a) improvement of the service support environment, the process became more systematic and survey data showed an improvement of 15% from when the project started.
- ✓ Implemented NPS methodology to CS partner programs enabling an improved overview of the indirect customer service.
- ✓ Introduced cloud based Salesforce to professional services which enabled them to log project issues producing a more efficient process.
- ✓ Implemented a Yammer Closed Group which resulted in an improved communication process between partners.

### Customer Services Partner Manager

**2010 – 2011**

- Charged with the transformation of the Customer Support Partner relationships worldwide
- Deployed social media tools for support partners to work closely with Avid.
- Managed worldwide CS partner relationships.
- Worked with Avid technology partners to provide high quality support via development operations in Kiev, Ukraine and Suzhou, China

### Achievements

- ✓ Negotiated outsourcing support contracts with providers in Suzhou, China and Kiev, Ukraine to enable a low cost support team to be established.
- ✓ Consolidated all systems in one EMEA phone system which could be easily integrated into a single worldwide system. This resulted in a standardised platform reducing operational costs and improved overall efficiency e.g. one person operating for all Nordic countries instead of 1 person in each country this platform also improved customer access for the highest investors such as the BBC/Swedish Television.
- ✓ Designed and implemented new procedures to reduce the period to resolve critical situations which resulted in the resolution of these issues by 10% faster than the previous year.

## Team Leader Newsroom

2009 - 2010

- EMEA support for Avid newsroom products delivered by a team of 8 people.
- CS customer satisfaction based on net promoter scores from customers.

### Achievements

- ✓ Improved the morale of a new team by listening to their concerns, action them and rolled out a career path framework. This resulted in retaining all staff and no one resigned to leave for a better job.
- ✓ Innovated a new way to train CS staff for service delivery by leveraging available resources to produce quick simple training for first line support.
- ✓ Transformed specific European country support teams into a federated EMEA support team with performance benchmarks that allowed the worldwide team to consolidate for consistent operations delivering worldwide support on a follow the sun basis.
- ✓ Formulated triage sheets by collating questions from product experts resulting in a) shorter resolution time and b) better customer experience.

## EMEA Support Specialist

2005 - 2009

- Developed product training and provided support for Avid iNews products
- Capturing knowledge to allow customers to self-serve in the event of an issue

### Achievements

- ✓ Resolved complex faults arising from a need to engage more than one vendor to pursue resolution of the problem for the customer. All parties were pleased with the outcome.

## European Project Manager

2000 - 2005

- Project managed systems delivery with local representatives in EMEA. Typical value of \$4m.

## Previous Employment

- Network & Server Specialist, Avid (1998 - 2000). NRCS specialist, Avid (1994 - 1998). Newsroom Consultant, Basys Ltd (1990 - 1994). Database Integrator, Tetra (1988 - 1990).

## Software

- Yammer, Salesforce CRM and Knowledge, SAP, UNIX, Redhat, Success Factors, Google Apps, DNS management

## Education/Qualifications

- OU Business School: B629 Managing People and Organisations (2011), B629 Managing 2: marketing and finance (2011) B690 Managing 3: the integration challenge (2011) , Professional Certificate in Management (2011)
- Managing at Avid Apr 2010, Service Strategies Support Supervisor, Avid ISIS Certified,,
- Avid Interplay Certified, Avid Cisco & Foundry Networking Certified
- Prince 2 Practitioner
- ITIL Foundation Certificate in IT Service Management (2013)

## Interests

- Photography, Video Editing, Technology.

## QR Code with Kevin's Contact details

