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# Paul Jones

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## SERVICE MANAGEMENT

◆ Business Development - Marketing - Logistics - Consulting ◆

A very successful manager with 20 years experience serving from UK to worldwide customers, providing a continuously improving UK infrastructure. Working closely with sales, identifying customer needs and focused solutions. Logistically planning prompt deliveries on a global basis that exceeds customers' expectations, maintaining their productivity and minimizing losses. Now looking to make a continued significant contribution within a similar challenging role that offers career opportunities.

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## AREAS OF EXPERTISE

- Business expansion
- Organising events
- Curriculum planning
- Training needs identification
- World-class service level delivery
- Team leadership
- Training Trainers
- Manpower planning
- Logistics
- Product development
- Recruitment
- Change management

## PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

Scitex - Kodak Versamark (2000 - Present)

### UK SERVICE MANAGER

*Jun 05 - Present*

Write Company A Here, Switzerland.

Responsible for managing UK customer support services and providing customers with high-quality, cost-effective solutions whatever the printing application. Planning all manpower, logistics, targets and deadlines.

- Trouble shooting and problems solving whilst optimising logistics for Field Engineers and Team Leaders.
- Serving over 20 UK installations and keeping our customers successful and productive.
- Working closely with sales, identifying specific customer needs, contracts and focused solutions.
- Increasing standards of productivity within a "Continuous Improvement" environment.

### UK SERVICE SUPERVISOR

*Jan 01 - 05*

Write Company B Here, Switzerland.

- Heavily involved in the development of service structure.
- Instrumental in developing the company from an initial 2 Engineers to 23 direct reports, with a turnover increase from about £3 Million to over £10 Million.
- Major part of the creation of the "Continuous Improvements" regime.

#### Service and Support

- Recruited and developed a diverse team of dedicated service professionals, prepared to respond globally to all our customers' service needs.
- Built a long-term satisfying relationships with all of our customers.
- Operating a continuously improvement UK infrastructure.
- Sourced valuable management information such as: new support software, technical issues, support material that is encouraged in the course of service activities.

#### Service and Support - Training

- Organised and delivered professional, in-depth training to customer service technicians, data prep personnel, and operators.
  - Training the field engineering staff to provide basic operation training at the time of equipment installation, as well as when you subsequently request it.
  - Follow-up discussions concluded improved staff morale, increased productivity and profits.
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## PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

### Company B

#### Company B (Market and Applications)

- For over 35 years, Kodak Versamark has delivered innovative digital printing solutions to customers in a broad range of marketplaces. Their core technology of continuous inkjet has enabled customers to produce applications as varied as scratch-off lottery tickets and telephone billing statements in production environments where low cost and high productivity are absolute necessities.
- "Commercial printing" encompasses numerous sub-segments. Printers and converters in many of these arenas can enhance their production offerings and improve their efficiency by adding variable digital printing to their repertoire. Shorter run production, personalization, individualized printing, numbering, and barcoding represent a few of the applications that can benefit from this capability. In fact, any printer looking to increase revenue, generate higher value per produced piece, or reduce overall process cost, should look to add variable digital printing to their workflow.
- "Transactional Documents", Kodak Versamark printing solutions for the transactional document marketplace are the answer to the demands of the customers' operational environment. The capability of our V-series printing systems to deliver black and white, spot colour or process colour output at the lowest operating costs in the industry enables you to maintain that balance between low cost and productivity and the need to deliver increased output functionality to your customers.
- **Clients include:** Astron, DVLA, DSTI, EDS, major utilities and various direct marketing companies.

#### EARLY CAREER SUMMARY

|                            |                      |           |
|----------------------------|----------------------|-----------|
| Service Engineer           | Sunderland.          | 1999 - 00 |
| Customer Support Engineer  | Newcastle upon Tyne. | 1996 - 99 |
| Customer Support Engineer  | Bell and Howell.     | 1993 - 96 |
| Sales and Support Engineer | Holographics.        | 1988 - 93 |
| Field Support Engineer     | Control Ltd.         | 1986 - 88 |

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#### PROFESSIONAL DEVELOPMENT

|               |                                           |           |
|---------------|-------------------------------------------|-----------|
| HNC           | Electronic Engineering                    | 1982 - 85 |
| City & Guilds | Electrical Engineering (Craft Apprentice) | 1974 - 78 |

#### Various internal courses / training includes:

Semi-conductors, cryogenics, particle acceleration, salesmanship, leading and training for success, priority / time management, computer literacy. Financial controls, customer care, action planning, business development planning. All courses commensurate with areas of expertise / key skills.

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*Interests and Pastimes:* Family, football, entertaining friends, reading, keep fit.  
*Status:* Married, 3 children.  
*Born:* 1959.