



## PAUL F GILL

Manchester

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### Personal Statement

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As a pragmatic and proactive Leader and Manager, I am enthusiastic about supporting others to reach their full potential. Taking the impetus from continual self-development, including reading, attending seminars, and working with some great Leadership specialists, I have found it extremely rewarding developing team members and staff in other departments, as well as the wider company. This mindset has aided transition from a binary management style to a more leadership focused role, resulting in improved staff performance, professionalism, and morale. Drawing on a strong network of leaders throughout this journey has ensured positive outcomes for myself and colleagues who invested in the philosophy. Self-driven and resolute, I have been instrumental in driving business to increase profits through decisive and focussed action and consistently look to optimise effectiveness and maximise operational proficiency. I am a consummate professional who promotes company culture and employee engagement at every opportunity.

### Key Achievements

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- Represented M2/SCC on the HP Partner Council to support greater value in partnership service and support
- Proficiently trained in Management to ILM Level 3 and NVQ Advanced Level 3
- Prince2 trained
- Maintained Gross Profit Margin in the last 12 months at 67% despite current Covid-19 challenges
- Reduced spend on parts from £2.6m to £1.7m ((from £54 per call to £36 per call) within a 12-month period against circa 50,000 service visits throughout the UK
- Implemented successful and supportive Health & Safety practices using accomplished IOSH trained methods to ensure a continually safe working environment for all
- Headed up and successfully supported Service Improvement Plans for clients who joined our partnership due to poor service previously
- Coached and supported a team of Managers through transition to becoming Leaders to enable greater focus on effectivity, efficiency, and cost control, whilst continually delivering both departmental and business driven results
- Transformed Help Desk facility into a Technical Desk to increase a proactive approach to client challenges with emphasis on response time to fix and improved “Up-time”
- Voluntary Work - Attained the position of Assistant Commandant with St Andrew’s First Aid (Scotland) over a period of 5 years

### Key Skills

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- Complete ownership of self-development and influential in development of others
- The ability and ambition to continue to adapt and expand my knowledge and experience to accommodate new and ever-changing climates.
- Over 35 years in the Managed Print industry. Continually developing both my own and my team’s attitude to create a culture of high performance and achievement of individual and collective objectives
- Hardworking, dependable, and self-directed. I pride myself on my diligence, integrity, and conscientiousness.
- Extremely adept at managing strategies, and importantly, leading, and coaching staff at all levels to ensure we drive success
- Diligent focus on SLA’s and OLA’s
- Proficient in developing business plans for new business and continual growth
- Driven to manage costs and establish strategic, mutually beneficial partnerships and relationships with customers, clients, and service providers
- Passionate about recruiting the right staff and their development to support the company targets
- Confident in both high pressured, commercial environments as well as dealing with a diverse range of clients, from both public and private sectors
- Fully conversant in many computer applications including:
  - Microsoft Office (Excel, Word, Visio, PowerPoint, Publisher)
  - ERP platforms, such as 2Serv, Tesseract
  - Cloud storage, such as Egnyte, DropBox, Google Drive
  - Remote Meeting and Collaboration Apps, such as Zoom, Microsoft Teams, Skype
  - Lucid Chart
  - Adobe Acrobat Pro

## Employment History

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### **Service Director, ABC Managed Services, UK Wide**

**(August 2019 - Present)**

#### Experience

- Introduced and developed many policies around HR and other procedural requirements
- Oversee and support the development and execution of an effective growth management strategy and plan for increased client base
- Instrumental in maintaining Gross Profit Margin in the last 12 months at 67% despite current challenges
- Support, coach and lead a team of service staff including Managers, Field Engineers, Workshop, Warehouse, Support Desk, and Installation crews
- Constant innovation, through analysing KPI's to improve on performance and creating strategic partners
- Developing streamlined projects to increase profitability
- Directing Change Management through Managers and Team Leaders
- Presenting and substantiating figures at Board and Management level, both from a financial and logistical viewpoint

### **National Technical Manager, SCC Managed Print & Document Services (formerly M2 Digital LTD), UK Wide**

**(April 2017 – August 2019)**

#### Achievements and responsibilities

- Influenced and encouraged 5 of my 7 direct reporting managers through transition from management to leadership
- Supporting other departments to help develop staff through leadership focus and change of methodology
- Responsibility for specific HR tasks in relation to new employees, contract termination and supported redundancy
- Support, coach and lead a team of 7 Regional Technical Managers who further support 86 Technicians UK-Wide
- Successfully driven various efficiency projects within the department as well as head up cost control programmes
- Reduced spend on parts from £2.6m to £1.7m ((from £54 per call to £36 per call) within a 12-month period against circa 50,000 calls throughout the UK
- Support a vast array of clients including blue-chip and FTSE 100 businesses within the UK totalling over 35000 devices
- Oversee the P&L and Budgetary requirements for the department and lead Regional Managers to support this on a local basis to meet targets and operational requirements
- Managing Key Performance Indicators to ensure that the Department is operating within financial and contractual requirements
- Ensuring all technical staff, both directly and indirectly through the Regional Managers, are competent and proficient enough to carry out their roles
- Review existing policies and plan to improve quality management systems

### **Regional Service Manager, SCC Managed Print & Document Services (formerly M2 Digital LTD), Scotland**

**(December 2006 – April 2017)**

#### Achievements and responsibilities

- Constructed a team from the ground up to a current head count of seven engineers across Scotland mainland, highland and islands
- Helped provide a safer working environment by taking ownership of health & safety across all regional offices, also created our M2 Colleague Site Safety Booklet for distribution to both staff and clients
- Implemented ASP accreditation with Xerox across Operations to become a Xerox partner
- Implemented Field Service reporting system for engineer feedback covering all eventualities during engineer daily tasks
- Daily management of engineers and their activities including stock management, technical escalation, and all other manner of responsibility
- Support a vast array of clients include blue-chip and FTSE 100 businesses within Scotland totalling over 2000 devices
- Day to day management of the M2 Scotland regional office, ensuring all aspects are supported where required
- Oversee all partner training portals for all service-related staff circa 250. Ensuring that administration across Ricoh, Canon, HP, Xerox and Health & Safety is up to date and technical development is supported at both company and individual level

## Field Service Manager, NRG LTD (Now Ricoh UK LTD), North East & North West (January 2004 – December 2006)

### Achievements and responsibilities

- Managed and supported two teams of engineers separately over this period. One in the North East and following significant success, was requested to take ownership of the North West
- Improved servicing efficiencies over a period of 12 months for the North East and almost 3 years for the North West
- Managing stock control and implementing projects to reduce RTF and High Call rates
- Facilitating regular team meetings to discuss performance and productivity
- Organising and attending service review meetings with clients to discuss and rectify any concerns around service performance

## Technical Trainer, NRG LTD (Now Ricoh UK LTD), Manchester (December 1998 – January 2004)

### Field Service Engineer, NRG LTD (Now Ricoh UK LTD), Manchester (January 1996 – December 1998)

Previous Employment details available on request

## Education – Total of 8 CSE Grades (Further detail available on request)

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### Academic Qualifications:

#### MANAGEMENT QUALIFICATIONS -

ILM Level 3 (2012)  
EDI Level 3 Management Principles (2011)  
Advanced Level in Management (2013)  
NVQ Level 3 Management (2012)  
Level 3 NVQ in Management (2012)  
Prince2 (2019)

#### PEOPLE MANAGEMENT QUALIFICATIONS -

ACAS Performance Management (2012)  
ACAS Return to Work Interviews (2012)  
ACAS Grievance & Disciplinary (2012)  
ACAS Conducting Disciplinary Investigations & Hearings (2016)  
ACAS Managing Long Term Absence and the new Fit For Work (2016)

#### IT & NETWORKING QUALIFICATIONS -

Microsoft - MCP (2014)  
Microsoft - MTA (2014)  
NVQ Network Support Intermediate  
Level 3 Diploma ICT Prof Competence (2014)  
Level 3 ICT Systems & Principles (2014)  
Level 3 Networking Principles (2014)  
Advanced Level in IT Software (2014)

#### TRAINING/FACILITATING QUALIFICATIONS -

COLF (Certified Online Learning Facilitator) (2012)  
Ricoch Train the Trainer Accredited  
Canon Train the Trainer Accredited  
MLPI (2014)

#### MPS & INDUSTRY QUALIFICATIONS -

Ricoh Accredited to High Volume  
Canon Accredited to High Volume  
Canon Accredited Advanced Level (2016)  
Comptia PDI+ (2009)

#### SAFETY QUALIFICATIONS -

IOSH (Managing Safely) (2018)  
Manual Handling ROSPA (2019)  
Electrical Safety ROSPA (2019)

### Personal Achievements:

Accredited First Aid CPR (Current)  
Accredited First Aid AED (Current)  
Accredited in Leadership and coaching with Avante Consulting (2012)  
Assistant Commandant with St Andrew's First Aid  
Full Driving Licence  
British Sign Language Course at SVQ level (2016)

### Hobbies & Interests

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I am a keen player of golf and have also spent a number of years in the voluntary sector supporting St Andrew's First Aid organisation as a First Aider through to the privileged position of Assistant Commandant, which whilst challenging and enjoyable I also found leading a group of unpaid volunteers as opposed to paid staff a very testing but rewarding experience. I am a keen DIY enthusiast and happy to turn my hand to anything around the home. I am currently the Chairperson for my Daughter's High School Parent Teachers Association

### References

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Mr Anthony Foster  
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Mr Jonathan P Smith  
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