

Paul Searl

paul.searl@hotmail.co.uk
+44 796 799 1840

A highly experienced Service & Operations Manager, currently specialising in the Digital Security sector where I have worked for over eight years. I fully manage a portfolio of clients and am responsible for several multi-million pound contracts. In the last year I have also operated as Project Manager on 2 projects I secured as Service manager, on completion of these jobs I have moved on to run a multi-million pound project that started in June 2022. I am looking to move into a similar Service/Operations Manager role in New Zealand.

Current employer and role:

ESOTEC (since 2014)

Project Manager (07/21 – Present)

Taking on a second role, whilst challenging, has been extremely rewarding and has helped me develop many new skills. I was asked to take on the role of Project Manager for the 2 major system upgrade jobs I secured as Service and Maintenance Manager. Since completing these 2 projects I have taken on a larger multi-million pound project to build a large data centre.

I have very much enjoyed the new role and developing new skills. I have thrived upon the challenge of combining both roles together. To assist with my added responsibility I identified one of my engineers that had the capacity to step up and assist as my Service and Operations Supervisor. I trained him, and continue to do so, to be comfortable running the service and operations department if I am unavailable for any lengths of time.

Some key achievements to date:

- Managed 2 projects concurrently totalling over £2m completing on time and on budget
- I oversaw design changes to ensure the system installed met the customers ever changing needs
- With the help of my team, designed and managed the building of a full “system pre build area” within our warehouse so we could completely programme and test each system before it left the office to be delivered to site
- I worked with customers and site staff to overcome obstacles for installing in busy areas
- I created schedules to allow the engineers the best opportunity to work in the correct areas at the correct time
- Managed additions to the jobs and the increased scope of works as the jobs progressed. Adjusting job timescales for job completion where required
- I oversaw the completion of commissioning, training and handover of the jobs the customers

Data Centre (05/22 – Present)

- Working with multiple different trades and contractors and ensuring they have any relevant information required to complete work for us
- Working directly for the end client I have to work closely with the GC (General Contractor) to keep the job on schedule
- Highlighting any design flaws that have not been picked up. Ensuring that these are reported and a suitable resolution is found
- Document Control – Making sure all contractors are working to the most recent drawings
- Inspecting all first fix work as it is installed and highlighting any deviations from the drawings
- Arranging for any equipment to be delivered at the correct time
- My site is 1 of 3 identical sites. It has been essential to communicate with the other site PMs to advise of any issues to look out for and learn from any problems they have had on site
- Assuring that the site is stocked with full PPE for any visitors to site
- Making sure that all of my staff adhere to Health and Safety rules at all times

- Controlling the movement of all equipment on site and ensuring anything taken by contractors/engineers is documented

Responsibilities Include:

Reporting to the Operations Director; project planning and scheduling; recruiting suitable engineers; ensuring a safe system of work on site at all times; Attending site meetings with multiple other trades and contractors; scheduling work to fit around other contractors; Highlighting mistakes and inconsistencies on drawings; escalating any problems to the end client for resolution approval.

Service & Operations Manager (09/18 - present)

I enjoy every moment of my current role, and the significant increase in responsibility it carries. I secured this further promotion having embraced the increased managerial and operational oversight since joining Esotec. I have since thrived as an account/client manager, maintaining our existing relationships and delivering impactful growth, too.

Some key achievements to date:

- I have secured multiple maintenance contracts worth £5m+; negotiating costs, schedules and SLAs within the contracts.
- I built and developed an excellent team of engineers, creating a new team within the business. This has seen my team grow from 2 to 7. I have also recruited our own admin team of 2 to help ensure the team runs smoothly and all paperwork is up to date. This unit is responsible for much of the company's growth in the last 24 months.
- I have helped to recruit Project Managers and other support staff to help with other areas of the business. This has helped see our company grow to over 50 employees.
- Ensured 100% of all KPIs being achieved in the first two years of our fully managed £3.5m+ transport for London (TfL) contract exceeding the expected levels.
- Designed and created the asset register for the entire TfL estate consisting of over 5,000 assets
- Managed a complex upgrade of covert systems for TfL cycling units, within a tight schedule
- I am responsible for negotiating and renewing all 13 major client contracts annually
- Planned and delivered a smooth, successful upgrade of all analogue systems for major clients
- Securing the full upgrade of Victoria Coach Station CCTV System including 100+ Cameras
- Tendering and winning the complete upgrade of the Metroline CCTV, IDS and ACS systems across 11 Sites
- Recruiting new employees in all areas of the business to assist with the delivery of some of our biggest projects
- Promoting and training a Service supervisor to work under me and enable me to take on additional responsibilities for the business.

Responsibilities include:

Reporting to the company's directorate; assignment planning and scheduling; Surveying for H&S, creating, reviewing and adjusting RAMS as required; ensuring the engineers are vetted and operating safely and working closely with our Compliance manager to develop a framework for the team to use; on site surveying and quoting; communicating with high-net-worth individuals and ensuring their systems are looked after 24/7.

Run a weekly resource meeting with all other team managers to ensure engineers work is allocated for the next 2-3 weeks to maximise availability of resource re-allocate workforce where required.

Attending company management sessions, to help determine the company's strategic direction.

Service and Operations Supervisor (02/17 – 09/18)

In under a year, I earned a promotion, allowing me to demonstrate and develop my Service management experience. Bringing the first-hand experience of the engineer's role, I was able to improve the efficiency of our operation by managing the end-to-end responsibility of smaller system installations, and overhaul how projects were assigned.

In this role I identified that I enjoyed, and had an adeptness for, project management and team-leading in this sector.

- Scheduling Engineer tasks, including all fault response, tracking all jobs though to a fix
- Scheduling Services and assigning engineers to the work
- Pricing and quoting for work
- Managing small installs on maintained sites
- Attending weekly meetings with the Service Manager

Senior System Engineer (03/16 –02/17)

In March 2016 Esotec Ltd. purchased the service and contracts departments from Digital Barriers. Esotec only wanted two engineer staff members to join them, of which I was one.

Responsibilities Included (in addition to Digital Barriers responsibilities):

- Responding to all callouts within the SLAs on the contract
- Down to only 2 engineers we had to work longer hours to ensure all work was completed
- Carrying out all servicing and small install work on all contracts
- Working on call 1 week in 3 and making sure to be available 24/7 for the duration of the week
- Training the newly employed Junior Engineer

Digital Barriers

Security Systems Engineer (03/14 – 03/16)

In March I started working for Digital Barriers as a Security Systems Engineer.

Responsibilities Included:

- Working on and Running the Night Service in Central London
- Ensuring CCTV systems are fully operational and reporting any defects back to the office
- Working on call 1 week in 5 and making sure to be available 24/7 for the duration of the week

Previous employment:

Prior to joining Esotec and Digital Barriers my previous roles had given me vital experience in understanding both project and account management, built on a foundation of hands-on experience in engineering and mechanics.

Project Manager, Landscaper Martin Rockell Groundwork (Oxfordshire) *04/13 – 03/14*

This privately owned local company specialised in designing and creating driveways and patios. I managed the surveying and procuring side of the business, and oversaw the running costs, necessary capacity and time management of the operations (as well as helping manually when required).

Sales and Account Management, JB Searl and Sons (Oxfordshire) *11/12 – 04/13*

This was a 6-month contract where I was asked to help improve efficiency of the family coal firm by applying some of the useful experiences from

Company Director and Plumber, PRS Plumbing and Heating (Oxfordshire) *05/09 – 11/12*

Having gained extensive experience in manufacturing, homebuilding, and customer support in my previous roles (see below) I co-founded a business with my father in May 2009. We both trained and studied together, gained the

necessary certifications and I am proud of what we achieved. Following my father's heart attack (whilst visiting New Zealand) and after our largest client declared bankruptcy, we made the difficult decision to fold the company and allow my father to focus on his rehabilitation.

As well as managing how a business operates and grows, I installed and repaired systems of varying size; surveyed and quoted; identified market needs and created targeted advertising to grow brand awareness. My responsibilities extended to establishing delivery supply chains and managing order schedules; procurement and negotiation of costs and schedules to provide highly competitive pricing and customer satisfaction; and managing aftercare with all customers to measure and deliver satisfaction with all the work.

Other employment:

- **Customer Care Rep** at Nildram/Tiscali, *April 2008 – May 2009*
- **Site Manager and Labourer** at Rectory Homes, *May 2005 – Oct 2007*
- **Academy Football Coach** at Southampton Football Club, *May 2001 – Oct 2003*
- **Machine Operative** at Wilbury Engineering Ltd, *Jan 1999 – Oct 2008*

Education:

- **AS** English Language + Literature; Psychology – Aylesbury College (2003-2004)
- **NVQ Lv2** FA Football Coaching – Aylesbury College (1999-2001)
- **NVQ** Travel and Tourism – Lord Williams Academy, Oxfordshire (1998-1999)
- **GCSE** Maths, Science, French, History, Eng L+L, Geography, PE, RE – Lord Williams (1994-1999)

References available on request.