

# Marc Johns

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I am a versatile professional with a wealth of hands-on experience within the telecoms industry, leveraging my expertise to expel corporate performance. Skilled in tracking meticulous detail in challenging tasks despite the demands of a fast-paced and deadline driven work environment. An agile critical thinker, analyst and strategic planner with significant strengths in creative problem solving. Exceptional interpersonal and communication skills. Accomplished leader and mentor in building teams to meet and surpass goals. I am enthusiastic, self-motivated and confident; keen to learn, to embrace challenge and to share my experiences with others. I have real desire for success; individually, as a part of a team and on behalf of my company. I am committed to stretching myself and others who work with me to the highest standards of excellence through communication and understanding.

Excellent Communication and Interpersonal Skills  
Solid Customer Focus  
Strong Analytical and Data Management Skills  
Competent in a range of Systems to deliver all targets  
Multi-Tasking.  
Key Trainer  
Troubleshooting and Diagnostics  
Team Building  
Leadership and Mentoring  
Collaborative Teamwork  
Continuous Development

Assisted in Project for FTTP at Olympic Village  
Produced follow up paper and article for BT Magazine  
Assisted on Projects: L2S Integration FOA 1 & 2  
DSLAM Migration FOA 1 & 2  
Disaster Recovery DSLAM FOA 1

### **Swiss Cable, Javea, Spain**

#### **Cable Technician**

Assist in the manufacture and development of FM Radio equipment. Responsible for the maintenance and repair of coax cable for internet, television and telephone with customer facing and discussion with clients regarding improvement of service. Scheduling other engineers and technicians as required to keep things running at maximum capacity for customer satisfaction. Monitor equipment frequently to forestall any problems that may arise. Promote company by interaction with customers including advertising via leaflets and ensuring that clients have information of policy and service. Retain contact with clients before and after installation and repair to assess requirements and feedback.

### **Costa Blanca Villa Management, Orba, Spain**

#### **Operations Manager**

Responsible for all advertising via website and social media to attract clients both here and abroad. Managing a range of villas including the overseeing of a team of cleaners, gardeners, pool maintenance etc. in preparation for incoming guests. Design of website and distribution of fliers and media promotion. Contact existing and potential guests for future bookings by analysing specific needs of potential clients via surveys and data driven information.

### **Openreach, Bristol, Avon**

#### **NGA In-Life Analyst**

Worked with the Access Operation Centre for In-Life, responsible for NGA network diagnostic and repair for NGA equipment. Managing software/firmware upgrades across the platform that affect NGA networks and competent in a range of systems that deliver all targets and deliver against SLA's, working with EMS systems, both Huawei and ECI. At times the work was challenging. However, I think I met the challenges eagerly and with excitement and relished the reward of knowledge gained whilst continually developing my own technical skills. I enjoyed sharing this knowledge with others, finding that I was often the 'go-to guy' when problems or questions arose within the team. Assisted in the training and support of apprentices, trusting that I was able to motivate and encourage them to move forward with confidence.

## **Openreach, Lochgilphead, Argyll**

### **Customer Service Coach**

**(Acting Manager – 2007-2009)**

Responsible for a team of 18 multi-skilled, front line and complex engineers in a large geographical area, monitoring the flow of work to ensure that customer commitments were within timelines and completed satisfactorily. As acting manager I had undertaken to complete the necessary tasks with drive, enthusiasm and commitment. During that time, I embraced the opportunity to develop my management skills, learning through experience. The work involved the arrangement and presentation of team briefs, manager meetings and calls, accident investigation and sick duties, including home visits. I also dealt with customer complaints, TRC and Third Party Damage. I determined to make certain that the engineers remained within the annual budget on all fronts. Using my negotiation and motivational skills I was able to ensure that they worked to maximum productivity even within such a large and remote area.

Whilst retaining a strong dedication to my team, I endeavoured to do my utmost, whilst standing in for my manager, to guarantee the fulfilment of his work plan.

### **Coach**

With a team of 18 multi-skilled, front line and complex engineers it was my duty to ensure that they were supported and trained to a high standard, so that each job could be completed correctly; first time, every time. My highest priority was that my team were able to complete their work safely and to the highest standards set by Openreach. Dedicated to achieving team targets, I worked with my engineers using my interpersonal and communication skills to promote a sense of pride in their work and their patch. I was also responsible for passing on the National Reliability Instructions information to the team ensuring that they adhere to the latest standards set by the industry and as a Key Trainer I arranged and carried out training classes for all my engineers to update their skills.

## **British Telecom, Hampshire**

### **Customer Service Engineer**

My training began as a frontline engineer, working on overhead, UG and digital. With drive and ambition, and a dedication to customer commitment, I grasped every opportunity to improve my skills. A dedication to the company and an eagerness to learn prompted me to pursue every training course possible. My communication skills improved significantly, as I interfaced with customers at all levels, often taking responsibility for the coordination of customer installations. I also realised the importance of maintaining standards of quality and safety, limiting the necessity of repeat visits, and ensuring the safety of others and myself.

## Duncan Aviation, Nebraska, USA

### **Aircraft Fitter**

I worked for a group of aircraft companies in the USA, usually involved with instrumentation. I also held supervisory and training positions and was involved in implementing training programmes to increase production and output.

Syracuse High School Nebraska USA	High School Diploma
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Milford Technical College Nebraska USA	Certificate : Mechanical Engineering
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### **Accreditations and Certificates:**

- Management Safety
- Network Health
- Key Trainer – Presentation and Public Speaking
- Diversity Training
- Frames Trainer
- Laptop Trainer

I enjoy the art of creating something from scratch and am very keen on water-colour painting and woodwork. I also have a passion for knowledge and problem-solving and am always keen to learn and take on new projects.

