Guillaume Deleeuw

London, UK | British Citizenship
https://www.linkedin.com/in/guillaume-deleeuw | guillaumedeleeuw@gmail.com
https://gdeleeuw.co.uk

Technical Support Leader

Information Technology | Business Intelligence Software | Project Management | MHFA certified

CORE SKILLS

- Incident Management
- Staff Recruitment
- Customer Support
- Software Troubleshooting
- Team Leadership
- Cloud Technologies
- Observability/Monitoring/Alerting
- DNS / UNIX / SaaS / Network
- Logical Problem Solving
- Communication Skills
- Project Management
- Escalation Management

PROFESSIONAL EXPERIENCE

VITA MOJO, UK 2025– NOW

***Senior Manager, Client Support**, 2025- Present*

- **Multi-Layered People Leadership:** I lead the Support function through two Team Leads and a team of 7 agents, running regular 1:1s with leads and skip-levels with each agent to drive performance, engagement, and consistency.
- **Customer Advocacy & Escalation Ownership:** I step into complex/high-priority customer issues (either partnering with the leads or owning cases directly) to restore confidence and unblock outcomes fast.
- **Executive Client Support Reviews:** I prepare and deliver monthly support reviews for key enterprise clients, presenting performance trends, recurring drivers, and improvement plans on calls or on-site at client HQ.
- **Support Ops & Process Builder:** I improve triage paths, escalation routes, and day-to-day support workflows, partnering cross-functionally to embed repeatable ways of working.
- **Data-Driven Performance:** I monitor KPIs (CSAT, SLA, FRT, resolution) and use queue trends to influence priorities with Product/Engineering/Success.

BLINK, UK 2024 – 2025

***Customer Support Team Lead**, 2024- 2025*

- **Team Leadership & Strategy:** I built and led a high-performing multidisciplinary Support team, implementing scalable processes, tooling, and documentation to improve operational efficiency.
- **Technical Escalation Management:** I acted as a player-coach, resolving complex technical escalations and driving a customer-first approach to support delivery.
- **Cross-Functional Collaboration:** I partnered closely with Product and Engineering to influence roadmap prioritisation, reduce support friction, and surface frontline insights.
- **Self-Service & Automation:** I enhanced self-service and Help Centre strategy, integrating AI tools and in-app support to boost customer autonomy and reduce ticket volume.

BRAZE, UK 2020 – 2024

***Senior Technical Support Team Lead**, 2020 - 2024*

- **Leadership & Management**: I oversaw the EMEA Enterprise Technical Support Operations, directly managing and mentoring a team of 7 skilled professionals to achieve key performance indicators (KPIs) and exceed customer expectations.
- **Data-Driven Performance**: I utilised Business Intelligence tools to create, maintain, and manage comprehensive reports, driving data-informed decisions to enhance team performance and operational efficiency.
- **AI Integration Projects**: I led initiatives to integrate Artificial Intelligence into support processes, ensuring our services remain innovative, competitive, and ahead of industry trends.
- **Incident Management**: I acted as the escalation point for critical incidents, coordinating timely resolutions to maintain business continuity and high customer satisfaction.
- **Process Improvement**: I project-managed the development and implementation of new processes, focusing on enhancing customer support experiences and optimising team workflows (e.g., employee recognition programs, follow-the-sun support model, and escalation protocols).
- **Customer Satisfaction**: I implemented targeted coaching and strategies to ensure the technical support team delivers exceptional service tailored to individual customer needs, boosting overall satisfaction and loyalty.

- **Product & Engineering Collaboration**: I worked closely with product and engineering teams to address technical issues, provide feedback on product performance, and contribute to the development of solutions that enhance support efficiency and customer experience.
- **Talent Acquisition**: I led the recruitment process for the EMEA Enterprise team, identifying and onboarding top talent to drive our support operations forward.

ONEWEB, UK 2019 – 2020

***Incident Manager**, 2019 - 2020*

- **Incident Management:** I led UK IT incident response end-to-end, coordinating rapid triage, stakeholder communications, and resolution to minimise business impact.
- **Process & On-Call Buildout:** I built the incident management function from the ground up, including on-call schedules, runbooks, and escalation paths in partnership with managers and directors.
- **Observability & Change Control:** I improve monitoring and operational readiness, strengthening detection and coordinating maintenance windows and change control to reduce repeat incidents.

ZENDESK, UK 2012 – 2019

***Incident and Escalations Manager**, 2018 - 2019*

- **Incident Management & Prioritisation**: I led incident management efforts across EMEA, collaborating with Engineering teams to prioritise bug resolution based on business impact and ensuring swift incident resolution.
- **On-Call Team Leadership**: I managed and trained the on-call support team, overseeing paging software (OpsGenie & PagerDuty) to maintain readiness and responsiveness.
- **Effective Communication During Incidents**: I facilitated seamless communication between engineering and customer-facing teams during incidents, leveraging dedicated Slack channels and Zoom calls to minimise incident duration.
- **Process Management & Documentation**: I acted as a project manager for incident-related processes, ensuring the creation, documentation, and management of effective procedures for resolving security and service incidents.
- **Global Coordination**: I ensured smooth hand-offs in the follow-the-sun process, coordinating incident management efforts between Australia, EMEA, and American counterparts.
- **Executive Reporting**: I provided detailed reports on incidents affecting strategic customers to director-level staff, VPs, and C-level executives, ensuring transparency and informed decision-making.

***Tier 2 Technical Support Team Leader**, 2014 - 2018*

- **Team Leadership & Escalation Management**: I led a team of nine Tech Support Engineers, managing escalations from Tier 1 to Tier 3 and coordinating with various departments to ensure swift issue resolution. I also conducted weekly one-on-one meetings to set goals and monitor KPI achievement.
- **Cross-Departmental Collaboration**: I fostered strong relationships with operations and development teams by maintaining open feedback channels. I oversaw the hiring process, including executing technical tests to assess candidates' technical and troubleshooting abilities.
- **Process Improvement Initiatives**: I designed and implemented projects to enhance support processes and ensured the team operated professionally to deliver an exceptional customer experience.
- **Coaching & Development**: I provided guidance and coaching on new technologies and products, ensuring the team remained current with industry trends and refreshers. I organised and managed Business Intelligence dashboards to evaluate performance across EMEA Support teams.
- **Strategic Planning & Team Supervision**: I participated in Team Lead and Manager meetings to explain strategies and supervise the team, aligning with the requirements and goals of other departments.

***Tier 3 Support Architect**, 2012 - 2014*

- **Subject Matter Expertise**: I led the Tier 2/3 teams as a Subject Matter Expert, providing advanced support on Authentication, Security, API, SSL, DNS, and other network-related issues upon request from Team Leads and Managers.
- **Escalation Management**: I oversaw the Tier 3 Support Architecture queue, managed escalations from Tier 2, and ensured timely, effective resolution of complex technical issues.
- **Technical Knowledge Sharing**: I developed and published internal technical articles to aid support teams in identifying and resolving issues, enhancing overall team efficiency and knowledge.
- **Recruitment & Evaluation**: I drove the technical aspect of the recruitment process, crafting questions and evaluating candidates' troubleshooting abilities to ensure high-quality hires.
- **Cross-functional collaboration**: I provided regular product and issue updates during engineering and support team meetings, ensuring all teams were informed and aligned on technical developments and challenges.

APPLE, Ireland 2010 – 2012

***Internet Services Customer Support Tier 2**, 2011 - 2012*

- **Technical Point of Contact**: I served as a key technical resource, guiding Tier 1 teams and other departments (Sales and Account Managers) through live chat to resolve complex issues and ensure accurate technical positioning.
- **Customer Request Fulfilment**: I addressed and resolved customer inquiries via email and callbacks, managed escalations from Tier 1, and maintained accountability for Tier 2 iCloud/iTunes Store Support queues.
- **Training & Development**: I trained Tier 1 teams on new processes, products, and technologies, enhancing their capabilities and knowledge. I participated in the recruitment process by reviewing CVs and conducting peer interviews to assess potential candidates.
- **Escalation Management**: I handled and resolved escalated technical issues from Tier 1, providing advanced support and ensuring customer satisfaction through effective problem-solving.

***iOS Customer Support Tier 1**, 2010 - 2011*

- **Customer Support Excellence**: I skillfully handled an average of 70 phone calls daily, addressing Tier 1 iOS/mobile device inquiries (iPhone, iPod, and iPad) and delivering exceptional customer service.
- **Product & Process Knowledge**: I stayed up-to-date with new Apple products and processes to ensure a seamless and informed customer experience.
- **Market Adaptability**: I adapted to diverse markets and processes, including Quebec, the USA, and Europe, to meet evolving business needs and provide region-specific support.
- **Performance Tracking**: I collaborated with my Support Manager through one-on-one meetings to track and improve KPI's such as Customer Satisfaction, handling time, and call quality.

SAGEM COMMUNICATIONS, France 2008 – 2009

IT Support Engineer Tier 2

- **On-Site Integration & Troubleshooting**: I seamlessly integrated Fax Servers into client networks on-site, adhering to internal protocols and specifications. I performed Tier 2 troubleshooting through callbacks and remote control for issues escalated from Tier 1 support.
- **Client Training & Support**: I conducted training sessions for client teams on the optimal use of new server technologies within their corporate environment. I also provided on-site follow-ups for hardware issues and offered guidance for system integration.
- **Enhanced Network Integration**: I collaborated with the client's network and system administrators to improve corporate networks' long-term integration and performance, ensuring a robust and efficient IT infrastructure.

LAVOISIER HIGH SCHOOL, France 2006 – 2008

System & Network Administrator

- **Fleet Management**: I supervised and maintained 250 Microsoft Windows computers used by teachers and students, guiding new software and processes to ensure efficient use and smooth operation.
- **Server Management**: I administered eight servers running various operating systems, including Linux, Red Hat, Debian, and Microsoft Windows Server (NT4 to 2003). I implemented and managed a centralised network infrastructure linked to the Regional Council, enhancing connectivity and operational efficiency.

EDUCATION & QUALIFICATIONS

- **AWS Certified Cloud Practitioner *and* Solutions Architect Associate** 2021
- **Azure AZ-900 Microsoft Azure Fundamentals** 2021
- **ITIL Foundation** 2018
- **PRINCE2 Foundation (Project in a Controlled Environment)**, Westminster Business School, London, 2017
- **Advanced Technician Certificate (Brevet de Technicien Supérieur) in IT Management Option "Network Administration"**, Lycée de Morlaix, France