

## STAFF PROFILE

### FAST FACTS

**NAME:** Robbie

**EXPERTISE:** Onboarding specialist

**JOINED STW:** June 2019

**DID YOU KNOW:** He's seen Arsenal victorious at two FA Cup Finals and used to work in a bookies



### The onboarding sherpa who leads users every step of the way

Getting to know a new UCaaS platform can be daunting for non-tech professionals. In spite of their intuitive user interfaces, people can't just be left to work them out for themselves.

This is what makes user onboarding such a critical part of implementing any new solution, and people like Robbie Sheppard such an integral part of the Support to Win team.

"My job is running remote guided installations, and occasionally onsite sessions, where I take users who don't know very much about their new comms platform and get them quickly to a place where they can make the most of it.

Honestly, I love it. There's something about putting knowledge into people's heads, and genuinely helping them, that I get a lot out of."

Robbie is coming up to 4 years at Support to Win, having joined in June 2019. A local lad who grew up less than 20 miles down the road from STW headquarters in Fleet, Robbie has had to learn the ins and outs of more than half a dozen major hosted voice, UCaaS and analytics platforms.

"Coming into the business on my first day, I didn't know anything about phone systems other than what I learned as a user working at high street retailers and as a customer service manager at a betting shop. Now I'm the technology expert!"

It was a steep learning curve at first, but it's helped me be a better trainer to come from a place where I see it very much from the user's perspective, having walked in their shoes."

As well as being the ideal 'sherpa' and companion helping users on the journey to understanding their comms platform, Robbie has done a fair bit of actual walking of late. Inspired by a friend who climbed Mount Snowdon in Wales, Robbie scaled the north face of Ben Nevis in Scotland last year. The group are planning an attempt on Scafell Pike in England this summer, to complete the set.

It wasn't the first mountain he's climbed, however. Within 9 months of starting at STW the Covid pandemic began – an personally unnerving time which involved a period being put on furlough.

“I was relieved to get back into my role as soon as possible, working with users again. When I did, lockdowns were still an issue, and I really noticed how much people wanted to learn how to communicate virtually rather than face to face or in the same office environment.

For older generations of users, it felt almost like their opportunity to get onto the same level of technology understanding as younger, 'born-digital' colleagues, and it was particularly rewarding to help them, and be a part of that.”