

## STAFF PROFILE

### FAST FACTS

**NAME:** Chris

**EXPERTISE:** Technical training services

**JOINED STW:** July 2015

**DID YOU KNOW:** He trained to be a driving instructor but switched career before taking the final exams



## The STW stalwart who's steeped in teaching and travelling

It's typical of Support to Win's Chris Morris that he's on the road when you talk to him. If he's not travelling, he's teaching, and it always seems to have been that way.

With almost 25 years' experience clocked up in the telecoms industry, the number of miles he's covered helping implement systems and train users must run into the millions.

"I used to spend a lot more time onsite pre-Covid, and it's starting to get back up to those levels again now."

When we called Chris for this interview, he was actually stuck in Sandbach town centre (near where he lives in Cheshire) waiting for a tyre to be replaced on his car.

"I need it fixed as I've got another block of go-lives next week at a big university, which we're delivering on behalf of one of our customers. That's a fairly typical project for me, but as the STW team has grown over time I've got more involved across other facets of the business."

Chris was one of the first employees at Support to Win and has been instrumental in the delivery and development of technical training services at the company since 2015. Prior to this he served 15 years in various product and sales roles for a major UK telecoms provider.

"I still get hands-on with onboarding end users from time to time, but mostly I'm managing people and making sure our teams have the technical knowledge and resources they need. Today I'm just as likely to be designing and building contact centre/CCaaS projects for our

customers' customers, which is a slightly different skillset that draws on project management and product integration. I've also become more involved in business development, making new contacts in the industry and introducing them to what Support to Win can do for their organisations."

Clearly there's still a lot of travel involved, especially given where Chris is based – often close to customer projects but still a 4-hour trip from STW HQ in Hampshire. He once even trained as a driving instructor, so does he still enjoy the open road?

"Probably not so much now, the novelty has worn off but it's still great to meet new people and travel to new places. My real travelling passion is cruise ships. I've got my third coming up soon, to the Mediterranean and Canary Islands, which also happens to be my honeymoon!"