

## STAFF PROFILE

### FAST FACTS

**NAME:** Steve

**EXPERTISE:** Service management

**JOINED STW:** May 2019

**DID YOU KNOW:** A big fan of bands like Happy Mondays, The Stone Roses and indie music generally



### The first point of contact who hits all the right notes

If you're a Support to Win client or partner and you need something, chances are that Steve Hester will be your first point of contact. As Service Manager, Steve frequently gets hands-on with engineering projects, taking his fair share of calls into the STW support desk as well as making sure everyone on the team is happy and working well.

"Any issues that need dealing with, tend to start with me. That makes every day different; you never know what might crop up. I enjoy that variety and think I'm pretty good at communicating with people to achieve what needs to be done."

Steve joined the STW team in 2019 having spent a large part of his career in fire and flood restoration, going into homes and business premises to help owners deal with the aftermath.

"I no longer work in disaster zones! Seriously though, there's some commonality between my old job and the sorts of skills I use today in planning, project management and problem solving. It taught me how to get on with people, take stock of situations, and act swiftly and calmly."

When he's not reacting to what the day throws at him, Steve leads on a number of major project implementations and migrations for some of STW's biggest customers.

"I admit I knew very little about phone systems, UCaaS and CCaaS 4 years ago, but I put the work in to learn all the platforms in terms of provisioning, configuration, staging,

deployment and all the rest of it. I'm a technical person I suppose, but that's a continual process, as there's always plenty of new tech to get our heads around."

The other new skill Steve's been picking up is being a grandfather. With his own kids having grown up and starting families of their own, personal priorities have moved with the times.

"It's all good! My wife and I (Sue, who also works at Support to Win) have a bit more time on our hands now, going on walks with the dogs and spending time with the kids and grandkids whenever we get the chance.

My passion is music, going back to the halcyon days of Madchester in the early 90s but also keeping up with more recent indie stuff like Kasabian who've I've seen live and are amazing. We used to go to all the music festivals, and it would be good to go back though it's been a while!"