

# Sentinel

safer  
smarter  
simpler

## Introducing the Sentinel Helpdesk Team...

Based in Northern Ireland and available 24/7 to resolve any of your Sentinel queries on 0330 726 2222...



### **Lauren Mitchell**

Lauren joined the Sentinel Helpdesk Team in May 2014 from another Helpdesk function of the business, replacing Jasmin Priestley. Lauren built upon her customer service experience, and enthusiastically learned all the key functions of the Sentinel system. Lauren is always keen to learn more in order to help our customers use Sentinel with ease.



### **Gerald Gribben**

Gerald has been a member of the Sentinel Helpdesk Team since the system launched in 2013. Gerald has a vast level of knowledge and experience regarding all issues on the Sentinel system; he has helped customers through many of the system changes over the years.



### **Rebekah-Lee Ferguson**

Rebekah has been a member of the Sentinel Helpdesk Team since October 2013. During this time, Rebekah has continued to build her knowledge of the issues faced by system users, and is very diligent in ensuring all emails are responded to in a clear and timely manner. Rebekah offers great assistance to new colleagues, having created practical guides to introduce them to the system processes.



### **Emma Walsh**

Emma has been a member of the Sentinel Helpdesk Team since July 2015, after completing her Bachelor's degree in Geography. Emma is the newest member of the team, moving from the Safe Work Leader (Permit to Work) team to lend her expertise to the growth of the Helpdesk.

# Sentinel

safer  
smarter  
simpler



## **Philip Derby**

Phil has been a key member of the Sentinel Helpdesk Team since the system launched in 2013, and due to the vast level of knowledge he now holds, he has moved into the role of Data Correction Analyst. Phil has helped countless numbers of customers in understanding the complexities of the Sentinel system. Phil is a keen sportsman, holding a degree in Applied Sport Coaching Science. He enjoys football and cricket especially, and participates in both whenever possible.



## **Neill Ruddy**

Neill has been a member of the Sentinel Helpdesk Team since the system launched in 2013. Neill has proven his dedication and commitment to Sentinel and its stakeholders time and time again, and is a valuable source of information to both the Helpdesk Team, and to the customers who contact the Helpdesk. Neill was successfully promoted to the role of Team Manager; a post he has held since March 2014. Neill has a passion for learning and development, and has developed practical and useful training materials to assist both Helpdesk colleagues and Sentinel users.



## **Michele O'Neill**

Michele O'Neill has recently been appointed to the role of Helpdesk Service Delivery Manager. Michele has great deal of operational experience along with an excellent work ethic, and brings these qualities to this role, building on the level of knowledge and customer service that is delivered by the Sentinel Helpdesk Team.