# BENAN (BEN) BILGILI

## SOFTWARE DEVELOPER
### WITH A BACKGROUND IN FINANCIAL CUSTOMER SERVICE

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## CONTACT

- 07748954607
- benbilgili@gmail.com
- www.linkedin.com/in/ben-bilgili-a6a2b2196
- https://github.com/BBilgili15
- Edinburgh

## PROFILE

Transitioning from financial customer service to software engineering, I bring strong transferable skills in organisation, teamwork, and complaint handling. As a naturally analytical individual, I thrive on the logical challenges that coding offers daily. Excited to combine my existing skills with new learning opportunities in my new career, I am dedicated to making a meaningful impact as a software engineer and contributing to innovative solutions in this dynamic field. With a passion for continuous growth, I am eager to embrace the ever-evolving world of technology and create cutting-edge solutions that positively impact users worldwide.

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## GENERAL SKILLS

- **Excellent Communicator**
- **Teamwork & Collaboration**
- **Problem Solving**
- **Initiative & Proactivity**
- **Organisation & Time Management**
- **Multitasking/Flexibiliy**

## TECHNICAL SKILLS

**Languages**:
JavaScript, TypeScript, HTML/CSS, Python, Java

**Frameworks & Libraries**:
React, React Native, Spring, Django, Flask,

**Databases**: SQL, MongoDB

**Other**:
Git/GitHub, Figma, Express, Mocha, Cypress

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## CORE PROJECTS

### Find Your Fairway: Golf Discovery Web-App
Solo Project | 2 weeks (evenings)
GitHub: https://github.com/BBilgili15/find-your-fairway1

My first CodeClan project consisted of a web application designed for users to browse golf courses across the UK and add these to a 'favourites' list or a 'already played' list. Users are able to create an account, login, and add other users as friends. Comments can be left on each course which affects the course's overall rating.

**Built using: Python, HTML/CSS, Django, Jinja, Figma, SQL**

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## SIDE PROJECT

### Poképedia: Pokemon Game Aid
Solo Project | 3 days
GitHub: https://github.com/BBilgili15/pokemon_game_aid

This was a fun side project built in my spare time whilst working on our JavaScript/React module. It initially started as a one day project in class, however, I enjoyed working on it and wanted to expand with further functional features. This allowed me to practice working with APIs, using states effectively and writing functions. The website currently allows you to view all 151 original Pokemon, create a party of 6 and run a report to determine your type weaknesses.

**Built using: JavaScript, React**

### Chatter: Podcast Social Media
4 Person Project | 6 days
GitHub: https://github.com/jengreen080/Podcast-JS-Project

My second CodeClan project involved creating a social media site where users could search for podcasts via an API and leave reviews. Other users could view these reviews on a feed and interact via comments of their own. All of this information was stored on a MongoDB database.

My main responsibilities were to handle the front-end of the project, writing the logic behind our functions and controlling the various states applicable. I also led the structuring of our database, planning how our data within each component would interact. This meant that, whilst we all worked on separate areas of the app, all the parts were able to fit together, as planned.

I felt confident to take the lead in this project and chaired our discussions, ensuring that everyone had the chance to make suggestions and work on elements of the project that they enjoyed. This meant that I also led the team presentation, providing a showcase of the project to our CodeClan cohort.

**Built using: JavaScript, React, MongoDB, Express**

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### Smart Savers: Financial Education App
3 Person Project | 14 days
GitHub: https://github.com/BBilgili15/smart_savers

For my Capstone project at CodeClan, I decided to try and learn some new technologies and really test myself. With my team, we agreed to complete self-learning in TypeScript and React Native to try and develop a mobile app. This was designed to solve a real world issue and try to educate pre-teens with regards to financial literacy.

My responsibilities included much of the design on the front-end, ensuring we created a visually appealing app that would engage children via design and animations. I also created the Java/Spring backend, ensuring that our RESTFUL routes allowed our frontend to connect with our SQL database. Images of the app can be found within the README file in the Github repository detailed above.

**Built using: TypeScript, React Native, Java, Spring, Firebase, SQL**

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## WORK EXPERIENCE

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### Customer Complaint Owner | Business Stream
Oct 2021 - Apr 2023

I joined Business Stream at an exciting time where they were implementing a brand-new software system ahead of the transition of a new customer base. As well as learning the industry, I was part of the team testing and improving the system ahead of launch to ensure a seamless switch for the new customers. Post launch, I managed my own queue of high-level complaints and saw these through from creation to resolution.

- I completed User Acceptance Testing, seeking and reporting areas of improvement to contribute to the efficiency of the new system.
- I managed a large caseload of customer complaints, using investigative and decision-making skills to find a fair outcome.
- I created a new end-to-end root cause analysis process for the business. This process was designed to capture common complaint trends and provide a platform to feed this back to the relevant areas. The process is now being used by all areas of the business and we saw an immediate success when it came to identifying and preventing customer pain.
- I have led process improvements projects and have extensive use of the Visio platform to create detailed process flow diagrams.

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### Resolutions Team | People's Energy
Aug 2020 - Sep 2021

As a member of the senior Resolutions Team, I was assigned a team of agents to oversee. Whilst I did not manage this team directly, I was tasked with supporting them with their complaints, providing training and feedback. I also worked the highest priority complaints personally on behalf of the senior management team and responded to complaints received via the Energy Services Ombudsman.

- I supported a team of front-line agents, helping them manage/prioritise their workload, rolling out training sessions and checking their work/providing feedback.
- I monitored complaint patterns to identify trends. This root cause analysis helped us to implement preventative measures to stop the complaints from developing.
- I responded to complaints received via the Energy Services Ombudsman, meeting strict deadlines and upholding the company values.
- I responded on behalf of the senior leadership team at People's Energy, displaying the highest level of professionalism and courtesy.

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### Customer Manager | British Gas
Dec 2019 - Jun 2020

- Managed caseloads and devised more efficient techniques to enhance departmental output while upholding Quality Assurance standards.
- Enhanced customer experience through clear, professional written and verbal communication, ensuring clients remained informed.
- Acquired comprehensive knowledge of Utilities insurance framework and FCA standards.
- Contributed to process enhancements for meeting regulatory requirements in the complaints process.
- Employed diverse communication channels (telephone, letter, email, text) to keep customers informed, empathetically addressing concerns, and gathering necessary information for fair resolutions.

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### Specialist Mortgage Complaint Handler | Ulster Bank
Oct 2018 - Dec 2019

- Promoted from The Royal Bank of Scotland to join Ulster Bank's Mortgage Remediation Project based on exceptional performance.
- Achieved high levels of productivity and accuracy while adhering to stringent regulatory requirements.
- Demonstrated meticulous attention to detail, ensuring comprehensive consideration of customer grievances.
- Displayed empathy, resilience, and effective communication skills when handling emotionally charged customer conversations.
- Played a pivotal role in the Mortgage Remediation Project by combining strong analytical and interpersonal skills.

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### Packaged Bank Account Complaint Handler | Royal Bank of Scotland
Mar 2015 - Sep 2018

- Effectively supported the bank's customer service goals by overseeing a caseload of customer complaints from initiation to resolution.
- Prioritised customer satisfaction by concentrating on the quantity of customers assisted, while upholding a consistent standard of quality.
- Skillfully guided cases through the Financial Ombudsman Service, ensuring equitable resolution of complaints and adherence to timelines.

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## EDUCATION & CERTIFICATIONS
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### Professional Software Development Bootcamp
CodeClan | Apr 2023 - Jul 2023

Undertaking the intensive 16-week Professional Software Development qualification at CodeClan, I acquired proficiency in JavaScript, developing my skills in both its fundamental application and its utilisation within the React library. I also delved into Java, exploring its application within the Spring framework. This deep dive into Java enabled me to develop robust and scalable back-end systems, expanding my capabilities to encompass full-stack development and empowering me to create end-to-end solutions.

The curriculum's emphasis on hands-on experience was reinforced through a series of three projects and presentations. These projects not only showcased my ability to translate theory into practice but also illustrated my capability to manage complex projects, adhere to deadlines, and work effectively within teams.

Pair programming sessions improved my collaborative skills and taught me the value of collective problem-solving, while my exposure to agile methodologies fostered a deep understanding of iterative development and efficient project management practices. The incorporation of solid Object-Oriented Programming (OOP) principles served as the bedrock of my coding practices, enhancing my ability to write clean, modular, and maintainable code.

This qualification remains a testament to my commitment to excellence and my readiness to contribute meaningfully to innovative and impactful software projects.

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### Web Development Essentials
CodeClan | Jan 2023 - Mar 2023

As part of my ongoing commitment to professional growth and skill enhancement, I enrolled in the intensive 10-week Web Development Essentials Course offered by CodeClan, undertaken while maintaining my full-time work responsibilities. Throughout the duration of the course, I engaged in a rigorous curriculum that spanned a comprehensive range of topics. I acquired a solid grasp of Python and this foundation allowed me to tackle real-world challenges, employ data structures, and develop logical problem-solving skills.

A significant highlight of the course was my introduction to the Django framework. I gained insights into building dynamic and data-driven web applications, utilising Django's robust features to streamline development processes and enhance the user experience. Balancing the demands of the course with my professional commitments evidences my time-management skills, adaptability, and capacity to thrive in high-pressure environments.

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### Responsive Web Design
FreeCodeCamp | Nov 2022

Before enrolling in formal coding education at CodeClan, I successfully completed the Responsive Web Design Certification from freeCodeCamp. This certification served as a testament to my commitment to expanding my skills in within front-end development. Dedicating my evenings and weekends to self-improvement, I explored HTML and CSS through the freeCodeCamp curriculum. This comprehensive program guided me through essential concepts such as structuring web content with HTML and enhancing its visual presentation using CSS.

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### PGA Golf Coaching (Level 1)
University of the Highlands and Islands | Aug 2013 - May 2014

After graduating from high school, I relocated to Dornoch. During this time, I pursued and successfully completed the PGA Coaching Level 1 qualification. The qualification provided me with comprehensive insights into the nuances of golf instruction, from foundational techniques to effective communication strategies. The experience of living and studying in Dornoch taught me valuable life skills, including adaptability, time management, and self-discipline. These skills have proven invaluable in various aspects of my professional journey.

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## HOBBIES AND INTERESTS

I enjoy playing sports, especially golf, badminton, and football. I am a member at Turnhouse Golf Club, play regularly in competitive events and last year took part in the 72 hole golf challenge to raise money for Macmillan Cancer Support.

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