

Benjamin Shafto

App Developer + Software Engineer

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Professional Summary

Amenable Software Engineer gifted at translating basic client requirements into technical development plans. Communicates productively with both technical and non-technical personnel and clients. Friendly provider of deep programming knowledge and invaluable final products.

Skills

- Data Analysis
- Software Design
- App Development
- C#, Java, Kotlin, SQL
- Scrum Methodology
- Troubleshooting & Testing
- Performance Evaluation
- Object-Oriented Programming
- Python, Javascript, HTML, CSS, PHP
- Front - End Development

Work History

Inghams / Travel Agent

October 2021 - PRESENT, Farnborough U.K. / Remote in Utah, US

- Provided exemplary customer service to new and existing clients, which helped build lasting relationships and secure new travel assignments.
- Responded to clients' questions, issues, and complaints and found appropriate solutions when needed.
- Provided customers with best deals and well-researched travel options, successfully negotiating rates while improving customer satisfaction ratings..

Travel Period

January 2020 - September 2021, Asia + Australasia

- For the last 2 years I took time away from my career in IT to travel and see more of the world.
- Once the pandemic arose I qualified as a ski and snowboard instructor and taught for the 2 winter seasons in New Zealand.

Ancoris / Technical Support Specialist

October 2019 - January 2020, Bracknell, U.K.

- Assisted customers in identifying issues and explained solutions to restore service and functionality using a variety of Google products from mapping data to data analytics.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.

- Resolving cases on my own in order to hit performance targets. Working with my team to ensure everyone had a balanced workload and customer satisfaction was sustained.
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Education

University of Plymouth / Computer Science

September 2015 - September 2018, Plymouth, U.K.

- Dissertation: [Full-Stack Stock Exchange Themed Bar System]
 - My unique algorithm calculated and updated the drink prices every 5 minutes based on quantities sold to maximise consumer interest whilst increasing the bar's profits.
 - This was developed and tested in a Netbeans IDE using Java and the front end website with HTML, CSS and PHP. These were then tied together with a MySQL database.
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Other Qualifications

- Google Suit Administration Specialisation (Coursera)
- Microsoft Excel - Advanced Specialisation (GoSkill)
- NZSIA Ski, Snowboard & Adaptive Qualifications (2021)