Benjamin Kaid Fashan

Barry, Wales, CF62

Mobile: 07402270740

benfashan71@msn.com

**Junior Full-Stack Software Developer**

**HTML | CSS | Github | Javascript | Python | Agile | UX | Lean**

**Personal Profile**

Website CV – <https://benfash.github.io/Resume-Project/> **HTML | CSS | BOOTSTRAP**

I am looking for a Junior Software Developer position to utilize my skills learnt at Code Institute. HTML | CSS | JavaScript | Python | Agile | UX | Github. I acquired my passion for technology aged 14 whilst building my own gaming computer. I am excited to use these new skills in the real world alongside my current skill set.

Previously an experienced Client Service Manager for In-Store Finance offerings to companies both in the Retail and Motor sector, I created and managed client relationships with the aim to improve both quality and quantity of business shown by constant positive client feedback and seeing on average a 2.5% increase of business yearly from clients managed by myself. Received company recognition in the end of year review 2021.

I am experienced working within SaaS environments having used the following applications, thriving in team settings but also working independently with minimal supervision:  
• Microsoft office 365 • Google Workspaces • Slack  
• Github – <https://github.com/BenFash/> • Dropbox • Salesforce

**Projects**

Collaborative

Hackathon 1: [**https://github.com/BenFash/DevPools-Project**](https://github.com/BenFash/DevPools-Project) **– Responsive Artist Website**

**HTML | CSS | BOOTSTRAP | AGILE | LEADERSHIP | UX – TEAM LEADER**

Hackathon 2: [**https://github.com/caleom/Hackathon2**](https://github.com/caleom/Hackathon2) **– Rock, Paper, Scissors, Lizard, Spock**

**HTML | CSS | BOOTSTRAP | AGILE | UX | JAVASCRIPT**

Hackathon 3: [**https://github.com/Karlsberg62/Hackathon-3**](https://github.com/Karlsberg62/Hackathon-3) **– College Connect**

**HTML | CSS | BOOTSTRAP | AGILE | UX | PYTHON | DJANGO**

Personal

Rate The Work capstone project at Code Institute: [**https://github.com/BenFash/RateTheWork**](https://github.com/BenFash/RateTheWork)

Recipe site in prep for Hackathon 3: [**https://github.com/BenFash/Django-recipe-test**](https://github.com/BenFash/Django-recipe-test)

Rock paper scissors in prep for Hackathon 2: [**https://benfash.github.io/Rock-Paper-Scissors---Simple/**](https://benfash.github.io/Rock-Paper-Scissors---Simple/)

Weather API in prep for Hackathon 2: [**https://benfash.github.io/WeatherAPI/**](https://benfash.github.io/WeatherAPI/)

Quiz in prep for Hackathon 2: [**https://benfash.github.io/QuizGame/**](https://benfash.github.io/QuizGame/)

**Career Experience**

Barclays Partner Finance – **Client Services Manager** - (Oct 2015 – Sept 2023)

A member of the sales team which achieved highest turnover on company record for 3 consecutive years.

* Main point of contact for retail clients with turnovers of under 20M, supporting the business to hit yearly sales targets by cultivating long-term partnerships through outstanding communication skills.
* Conducted regular meetings with clients using Salesforce to capture interactions. Exceeding clients expectations providing suggestions for improved business, whilst ensuring accuracy of data for audits, illustrating attention to detail.
* Assisted area sales managers as the secondary point of contact for major retail and motor clients, providing dedicated support and timely resolutions to queries by motivating cross-functional teams through problem solving and leadership skills.
* Maintained compliance with industry changes, adhering to training standards via self-learning e.g., SAF (motor), Money Laundering, GDPR, Consumer Duty. ADAPTABLE

Barclays Partner Finance – **Outbound Executive** *–* (May 2014 – Oct 2015)

Senior outbound executive. Significant involvement in creation of the department, working with the wider business to create processes and build the outbound dialler system.

* Undertook foreign exchanges to improve my understanding of the business and help build collaboration between the outbound team and other departments. This supported significant self-development and advancement of the outbound dialler, resulting in my promotion.
* Collaborated with management teams through influential communication to build the question sets for the dialler system by sharing suggestions and colleague feedback.
* Utilised critical thinking to highlight positive and negative trends, alongside any potential issues with clients.
* Ensured all queries and requests were processed in a professional and timely manner, whilst paying attention to detail.
* Undertook leadership tasks with adaptability to support the department and team performance.

COMMUNICATION ATTENTION TO DETAIL

Linekers Bar (Ibiza, Spain) – **Bar Staff** - (July 2013 – Sept 2013)

Undertook all aspects of bar staffing: Bartender, Host, Bar Back and Event Planning.

* Supported set-up of events through planning, design and time management.
* Provided exceptional customer service with effective communication and a professional demeanour.
* Displayed great teamwork, collaborating with colleagues to ensure the smooth running of the bar, which included coordinating rota schedules and working together to tackle larger projects, for example, styling the bar for a themed event.

Firstsource – **Customer Sales Advisor** - (June 2012 – June 2013)

Conduit –(April 2011 – June 2012)

Part of the Sky television contract, working in Sales, downgrades and outbound departments.

* Exceeded on targets across each department, illustrating adaptability and a positive attitude to change. This was key in my progression within the company.
* Acted as a floor-walker for new staff supporting their training and sharing best practices. I really enjoyed reflecting with colleagues after their training period to see how they were settling in building an inclusive working environment.

**Training & Education**

***Code Institute*** – Level 5 Full Stack Development Diploma (Expected March 2024)

***Agored*** – IT Security for Users (introduction to cyber security)

8 ***GCSEs*** including English & Maths