Benjamin Kaid Fashan

**Location**

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**Contact**

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**Junior Full Stack Software Developer**

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

**Personal Profile**

Looking for a new opportunity to utilize my skills learnt at Code Institute. HTML | CSS | JavaScript | Python | Agile | UX | Github. I got my passion for technology from when I was aged 14, building my own gaming computer. I am excited to use these new skills in the real world alongside my current skill set. Full Stack Software Developer

Previously an experienced client service manager for in-store finance offerings to companies both in the retail and motor sector. Created and managed client relationships with the aim to improve both quality and quantity of business. HTML CSS GitHub JavaScript

I am experienced in working in a SaaS environment having used the following applications:  
• Microsoft office 365 • Google Workspace • Slack  
• Github – <https://github.com/BenFash/> • Dropbox • Salesforce

**Recent Career Experience**

**Barclays Partner Finance – Client Services Manager**

***(October 2015 – September 2023)***

**Duties:**

* Main point of contact for retail clients with turnovers of under 20M, supporting the business to hit yearly sales targets by bringing my in-depth knowledge of the sector and providing great service by understanding client needs, resolving issues and cultivating long-term partnerships.
* Conducted regular meetings and yearly reviews with clients using Salesforce to capture interactions, changes and feedback. Providing clients with valuable insights to improve their business operations, driving sales whilst influencing process improvement internally and ensuring accuracy of captured data for audits.
* Negotiated pricing agreements and new finance products with clients to maximize revenue and meet their financial requirements.
* 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 leading and motivating cross-functional teams to achieve outstanding service supporting client retention.
* Delivered training sessions in presentations to staff trainers and head offices, showcasing product features, benefits, and best practices. Driving client self-efficiency by working with them to build tailored process guides for stores and head offices. Recognised by the business for the work on our largest client Wren, reducing unnecessary store queries coming into teams.
* Demonstrated a strong understanding of risk assessment and control procedures, ensuring compliance from clients with industry policies and regulations. E.g. FCA Companies house, ICO,
* Maintained my compliance with industry changes keeping up with training via self-learning e.g., SAF (motor), Money laundering, GDPR, Consumer Duty.
* Supported the closure of Operational Risk Assessment and Control (ORAC) processes, contributing to a safe and secure business environment. Played a key role in client exits as part of the company’s new strategy, specifically ensuring client’s outstanding customer accounts were closed correctly and in a timely manner by end of termination to mitigate risks. LEARNABLE ADAPTABLE PROBLEM-SOLVING
* Mentored the fulfilment team with leadership skills as part of a project moving departments offshore. Collaborating closely with team leaders to ensure understanding of processes and systems to support colleague success.
* Worked on the creation of the new client sales and procedure guides with lean management processes, ensuring accurate and up-to-date information to improve quality and reduce client complaints showing attention to detail.
* Adapting easily to new technologies, processes, and working environments by harbouring a positive attitude. Tasked with leading the transition to the new digital platform “click to sign” for clients and internal teams, enhancing the overall user understanding by collaborating closely with stakeholders and influencing teams.

**Barclays Partner Finance – *Outbound Executive***

***(December 2014 – October 2015)***

**(Temporary Staff Managed by Reed; *May 2014 – December 2014*)**

Senior outbound executive. Heavily involved in the creation of the department. Working with different departments to create processes and build the outbound dialler system.

**Duties:**

* Took foreign exchanges to all service teams to improve understanding of the business and help build collaboration between the outbound team and other departments. This supported the significant self-development of myself and the outbound dialler.
* Worked with management teams with collaborative communication to build the question sets for calls to improve call quality and data by sharing suggestions and colleague feedback.
* Obtained valuable feedback from new customers, whilst ensuring their sound understanding of their finance product through great communication.
* Identified client and customer fraud through risk assessment and generated data on potential risk exposure(s).
* Ensured fulfilment of both contractual and regulatory obligations to the company, clients, and customers.
* Highlighted both positive and negative trends, alongside any potential issues with clients through critical thinking.
* Ensured all queries and requests were processed professionally with time management.
* Undertook leadership tasks with adaptability when needed to support the department and team performance.COMMUNICATION ATTENTION TO DETAIL

**Previous Positions**

I started my career working in the retail sector and continued with customer service / customer facing roles, which were the building blocks for my work ethic and key soft skills; communication, teamwork, time management, problem solving and adaptability. I thrive in team settings, but am also able to work independently with minimal supervision.

Linekers Bar (Ibiza, Spain) – Bar Staff (July 2013 – September 2013)

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

Conduit - Customer Sales Advisor (April 2011 - June 2012)

Debenhams – Sales Advisor (August 2007 – July 2010)

**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 UX LEAN AGILE PYTHON LEAN