

Ben Bass

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PERSONAL PROFILE

I am currently working full time as a Customer Care Executive for the company Derventio Solutions. My time at this company has taught me a lot about responsibility and how to stay calm and collected in stressful yet redeemable situations. I am a hardworking proactive individual who can work well as part of a team or in isolation. My introduction to the working world has provided me with the confidence and skills necessary to see out my goals and achieve the level I am at today.

EDUCATION AND QUALIFICATIONS

Apprenticeship (2015 – 2016): 3AAA	
Course: Advanced Level 3 ICT	
Qualification	<ul style="list-style-type: none">Advanced Level Apprenticeship in IT, Software, Web & Telecoms Professionals

Higher Education (2012 – 2014): Friesland Sixth Form College	
Course: A-Levels	
A Levels	<ul style="list-style-type: none">Mathematics – C (AS)

Secondary Education (2007 – 2012): Saint John Houghton Catholic School	
Course: GCSE	
GCSE	10 GCSE's grade A-C (Including Mathematics and English)

EMPLOYMENT HISTORY

Year: September 2014 – Present

Employer: Derventio Solutions / Derventio Education

Description: Whilst working through my apprenticeship I was able to see a lot of different sides of the business as different roles within the company, this includes Quality Assurance Assistant for a year, and then Support Analyst for another 2 years. This built up my skills of communicating between different parts of the business as well as with customers/partners. After completing my apprenticeship to a level 3 standard I started work as Customer Care Executive of the company, which is a position that I am in to this day. This job involves travelling around the country to train customers on our software and generally keep all lines of communication as smooth as possible between our business and our customers. I am also responsible for hosting online training sessions, setting up customer's software systems and regularly keeping in touch with customers to make sure that they are happy with their use of the system.

Year: September 2012 – June 2013

Employer: The Grange Banqueting Suite

Description: I worked as a waiter and as a general assistant in the kitchen keeping things under control wherever I was needed, as the restaurant was used as a function room often, serving could be quite stressful when trying to serve a number of dishes at the same time but I developed a lot of skills in the catering industry through this and I eventually performed well at the tasks so that they became natural after a number of weeks.

TRANSFERABLE SKILLS

- Ability to work well as part of a team.
- Confident with good people skills, including customer interfaces.
- Excellent written and oral communication skills.
- Self-motivated and sees tasks through to their completion.
- Quick to develop new skills.
- Basic knowledge of HTML/CSS, SQL.
- Full driving licence.
- Proficient with appraisal-based software systems.

REFEREES

References available at request