

Andrew Grant Ballantyne

Phone: 07940792972
Email: grant13.gb@gmail.com
Address: 20 Harwood Close, DH8 7PB,
Templetown, Consett

PROFESSIONAL SUMMARY

I am a hardworking, driven, and confident professional with excellent people skills and a Business Computing degree. After 10 years in a professional environment, I returned to study to pursue a discipline-based career. I bring strong problem-solving, teamwork, and solution-focused skills, combined with initiative and a commitment to continuous improvement. Passionate and results-driven, I thrive in a collaborative team and aim to deliver first-class results every time.

ACADEMIC HISTORY

New College Durham | 2022-2025

BSc (Hons) Business Computing, 1st

Queen Elizabeth High School | 2004-2009

- Sports Science BTEC, Level 3 Diploma.
- GCSES including Math's, English and Science Grades A-D.

SKILLS & COMPETENCIES

- Analytical & Critical thinking.
- Problem Solving.
- Communication & Presentation.
- Leadership & Mentoring.
- Collaboration with Internal & External Stakeholders.
- Time Management & Organisation.
- Motivation & Determination.
- Microsoft Office 365.
- Experience with SAP & MES.

DIGITAL PROFICIENCY

- C#
- C++
- HTML, CSS, JavaScript
- SQL
- Python (SoloLearn Certificate, 2023)
- Swift
- Graphic Design | Procreate
- UX/UI Design
- Data Analysis | Power BI

PROJECTS

- Full-stack build of a children's spelling game in Swift using SwiftUI and Firebase, with word puzzles and difficulty levels.
- Full-stack builds of websites using HTML, CSS, JavaScript.
- Creating a professional dashboard of visualiations and insights of a dataset.

WORK EXPERIENCE

Customer Assistant | 2024 - Present

Tesco

- Delivered excellent customer service on the shop floor and at checkouts.
- Replenished stock and maintained clean, organised displays.
- Assisted with stock rotation and inventory checks.
- Supported colleagues during busy periods to ensure smooth store operations.
- Handled customer queries and resolved issues promptly and professionally.

Band 5 Process Operator | 2013 – 2022

Egger UK Ltd

- Operated up to two production lines, ensuring output met business and customer needs.
- Mentored and trained new team members in a senior shift role.
- Resolved operational issues through troubleshooting and root cause analysis.
- Coordinated shift handovers and cross-department communication.
- Met KPIs while upholding safety and quality standards under pressure.
- Supported line operations in collaboration with supervisors.

Hotel Supervisor | 2009 - 2013

Hadrian Hotel

- Supervised team operations, including Rota planning and staff time management.
- Managed stock checks, ordering, and replenishment.
- Handled cashing up and closing procedures.
- Delivered front-of-house customer service and supported event planning.
- Trained and mentored staff to maintain high customer service standards.

HOBBIES & INTERESTS

Hiking Camping Family time Cooking with new recipes Designing Football/Golf