

Andrew Grant Ballantyne

Business Computing Graduate

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Motivated and solutions-focused Business Computing graduate with over 10 years of professional experience and a proven ability to adapt and thrive in high-pressure environments. Returning to study to pursue a career in software development, I bring strong problem-solving, communication, and collaboration skills. I have experience with languages such as C#, Python, and SQL, as well as front-end development, and have built full-stack projects using industry-relevant tools and practices. Passionate about continuous improvement and software quality, I aim to contribute to high-performing teams and deliver robust, user-focused solutions.



Software

Programming: C#, Python, C++, Swift, JavaScript, HTML/CSS

Tools: Visual Studio, Xcode, Firebase, Power BI

Design: Procreate, Canva, Draw.IO

Analysis: SQL, Excel, SAP

Platforms: Office 365, Google Workspace, MES, GitHub



Academic Projects

Developed a full-stack children's spelling game using Swift, SwiftUI, and Firebase, designed around engaging word puzzles and multiple difficulty levels. Created user personas and applied UI/UX principles to design an age-appropriate interface focused on accessibility and ease of use for young learners. The project emphasised user-centred design and educational value.

Designed and developed a web-based API solution using HTML, CSS, JavaScript, Bootstrap, XML, and JSON, following best practices in responsive design and usability. Created detailed wireframes and mock-up pages to illustrate user flow and interface functionality. The prototype featured API integration and dynamic UI components, built to meet stakeholder requirements.

Created a professional Power BI dashboard to visualise and analyse a dataset, presenting key insights through interactive charts, graphs, and slicers. Demonstrated ability to clean, transform, and model data, and delivered meaningful recommendations based on trends and performance metrics.



Work History

Sep 2024 - Current **Customer Assistant**
Tesco, Consett

- Delivered excellent customer service and resolved queries efficiently, demonstrating strong communication and interpersonal skills.
- Assisted in stock management and inventory checks, contributing to store accuracy and availability.
- Collaborated with colleagues during peak times, ensuring smooth operations and effective teamwork.
- Maintained organised, customer-focused displays, reflecting attention to detail and quality standards.

**Sep 2013 -
Sep 2022**

Band 5 Process Operator

Egger UK Ltd, Hexham

- Operated and monitored production lines, ensuring outputs aligned with quality control standards and business KPIs.
- Mentored and trained new staff, demonstrating leadership and knowledge-sharing in a fast-paced environment.
- Used root cause analysis to diagnose and resolve operational issues, showing analytical thinking and problem-solving under pressure.
- Played a key role in cross-department communication and effective shift handovers to support continuous operations.
- Maintained focus on safety, accuracy, and continuous improvement, aligning with structured processes similar to software development life cycles.

**Jan 2009 -
Sep 2013**

Hotel Supervisor

Hadrian Hotel, Wall

- Managed day-to-day team operations, including rota planning and time management, contributing to a well-structured, service-focused team.
- Oversaw stock levels and replenishment, maintaining accuracy and operational efficiency.
- Led customer service delivery and front-of-house operations, developing confident, professional communication skills.
- Supported event planning and coordination, requiring attention to detail, planning, and working to tight deadlines.



Education

**Sep 2022 -
Jun 2025**

Bachelor of Science: Business Computing

New College Durham - Durham

- First Class Honours

**2007 -
2009**

Level 3 Diploma: Sports Science BTEC

Queen Elizabeth High School - Hexham

**2004 -
2007**

GCSEs: Maths, English and Science

Queen Elizabeth High School - Hexham



Certifications

Dec 2022

Learn SQL

Feb 2023

Python for Beginners

Mar 2023

Learn HTML

Apr 2023 Learn C++



Accomplishments

- Student of the year 2023-2024 and 2024-2025.



Interests

Hiking

Camping

Family time

Cooking with new recipes

Designing/ Procreate

Football/Golf



References

References available upon request.