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| Ben Hayward  **Cardiff based problem solver, task juggler and tea drinker. Skilled in Web Project Management and enthusiastic about current and emerging digital technologies.** | **Cardiff/South Wales**  **07799266112**  **benrhayward@hotmail.com** |
| EXPERIENCESpindogs, Cardiff Bay — *Project Manager*AUG 2017 - PRESENT Managing the delivery of digital solutions using waterfall project management methodologies; Initial requirements gathering from stakeholders through to development, acceptance testing and launch.  Leading a project team spread across a variety of disciplines whilst ensuring the project is kept on time and within budget. Simultaneously maintaining constant communication with the client and producing project documentation; roadmaps, timelines and technical specifications.  Major clients in this time include Cardiff Airport, Dakota Hotels, Sony and Traveline Cymru with budgets typically between £5k-50k per project. Spindogs, Cardiff Bay — *Support Team Leader*JAN 2017 - AUG 2017 Primary responsibilities included leading the department by setting and monitoring KPIs, for example client response time, and producing reports for senior management.  The role also included the line management of two other members of the team, managing their personal development and acting as a point of escalation for more challenging support requests/clients. Spindogs, Cardiff Bay — *Support Assistant*SEP 2014 - JAN 2017 Acting as a liaison point between the client and the design and development teams by managing first line support requests. Ensuring any work carried out is in line with client budgets and adhering to KPIs as set by the Team Leader.  Additionally, carrying out some of the common support requests, such as small website changes, content creation and image editing. EXPERIENCE (CONT.)Cineworld, Cardiff — *Multi-functional Team Member*FEB 2013 - SEP 2014Blockbuster Video, Cardiff — *Customer Service Representative/Manager on Duty*JUL 2011 - FEB 2013EDUCATIONThe University of Glamorgan, Cardiff — *BA (HONS) FILM AND VIDEO (2:1)*SEPT 2009 - JULY 2012 This was a three year course that combined practical industry-standard film-making techniques, from pre-production through to post, and technical training on industry-standard technology such as the Canon 5D and Sony PD170 cameras.  Additional modules on the course included script writing, script editing and in the final year a film production module that focused on project budgeting, risk analysis and timelining. Richard Huish College, Taunton — *3 A-LEVELS: MEDIA STUDIES (A), FILM STUDIES (B), ENGLISH LANGUAGE (B)*SEPT 2007 - SEPT 2009Uffculme School, Uffculme, Devon — *10 GCSE’S (C or above) INCL: ENGLISH LIT (A\*), R.E (A\*), ENGLISH LANG (A), HISTORY (A), MATHS (A)*SEPT 2002 - SEPT 2007REFERENCESDave Morgan — Director, *Spindogs* [dmorgan@spindogs.com](mailto:dmorgan@spindogs.com)  02920480720 Angharad Yates - Digital Marketing Executive, *Liberty Marketing (previously at Spindogs)* | PERSONAL SKILLS  * Problem solver * Excellent communicator * Calm and methodical   Team organisation and motivation  Critical thinker  Sense of humour TECHNICAL SKILLS  Web Project Management using waterfall methodologies  Wordpress CMS  Umbraco CMS  Understanding of multiple CRM systems (Mailchimp, Campaign Monitor)  Understanding of web and mobile best practices  Understanding of SEO and PPC best practices  Advanced Google Analytics certified |