Ben Prince

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Personal Statement

Passionate and driven Web Design and Development graduate eager to apply my skills in creating visually appealing and user-friendly web interfaces. With extensive hands-on experience in front-end technologies and a foundational understanding of back-end development, I am excited to bring my creativity, attention to detail, and enthusiasm for front-end innovation to a dynamic team where I can make a meaningful impact.

Technical Skills

- **Proficient:** HTML, CSS, JavaScript
- **Experienced:** PHP, MySQL, & UX/UI
- **Familiar:** Python & Java
- **Tools & Frameworks:** Bootstrap, React, Laravel, & GitHub

Education

BSc (Hons) Web Design & Development
Edge Hill University, 2021 – 2024

Modules studied include:

- Web Application Development
- Data Driven Design
- Server & Client-Side Scripting
- Mobile Applications Development
- User Experience Design
- Usability Testing & Data Analysis

BA (Hons) Drama and Film & Television Studies
Manchester Metropolitan University, 2005 - 2009

A Level: History, Drama and Design Technology
GCSE's: 8 GCSE's A-C including Math and English
St Mary's College, Crosby 1999-200

Portfolio Projects:

- **Statement Wedding Décor Website:** Currently (as of September 2024) building a website for wedding décor company using HTML5, CSS3,, and vanilla JavaScript.
- **Interactive World Map:** Developed using React, this project allows users to explore digital cultural heritage collections based on their place of origin, utilizing a museum API.
- **Online Questionnaire System:** Built with PHP, Laravel, and MySQL, enabling users to create questionnaires and save submissions.
- **2D Space Shooter Game:** Created using Phaser 2, featuring three difficulty levels for enhanced user engagement.

Employment History

Supervisor & Bartender

Woodward's Win Bar, October 2021 – present

- Providing customer service
- Handling complaints
- Daily cash and audit reconciliation

Scheduling & Time Utilisation Analyst
Assurant, July 2018 – November 2020

- Analysed customer behaviour to ensure optimal resource scheduling.
- Collaborated with senior management to maintain cost-effective resource utilisation.
- Monitored operational performance and identified trends for further analysis.

Intraday Manager
Assurant November 2012 – July 2018

- Oversaw resourcing for a busy call centre, ensuring adherence to service levels and KPIs.
- Managed bespoke service levels required by contracts on a weekly/monthly basis.

Customer Service Advisor
Assurant July 2009-November 2012

- Managed complaints and call escalations, ensuring compliance with business regulations including TCF, Vulnerable Customer, and GDPR.
- Processed refunds efficiently and accurately.

References available on request