

Ben Prince

Email: bprin87@gmail.com

Mobile: 07798907313

Portfolio: <https://benprince.co.uk>

LinkedIn: www.linkedin.com/in/ben-prince-aa9111254

GitHub: <https://github.com/bprin87>

Personal Statement

Passionate and driven Web Design and Development graduate eager to apply my skills in developing user-centric web applications. With hands-on experience in both front-end and back-end technologies, I am excited to bring my creativity, attention to detail, and enthusiasm for learning new technologies 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

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 1999-2000

Portfolio Projects:

- **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