

# Dave Bennett

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Portfolio- [dave-bennett.net](http://dave-bennett.net)

## Personal Profile

I'm someone who has always had an interest in aviation and technology and from a young age was fascinated by the operations of airports. I enjoy solving problems and specifically using technology to help solve those problems. I remain focused and have good communication skills.

## Work History

### **Customer Advisor** @ Three UK in Torquay **August 2015 – Present**

Customer service / Sales / Technology Solutions / Working with Users / User Observation / Teamwork / Taking Initiative

I was responsible for customer queries and sales of new contracts. Part of this was demonstrating technology to customers. Skills:

- Experience of working in a team and meeting targets
- Learning new technologies and systems quickly
- Communicating with a variety of different people

### **Web Designer** @ Tristan Adams Photography in Torquay **June 2015 – July 2015**

I was responsible for designing and building the website for a local Photographer. Skills:

Content Systems Management / Coding / Digital Strategy / User Focused Design / Prototyping

- Working closely with the client and working to a specific brief
- Communicating complex design decisions in layman's terms
- Experimenting with new technologies to help improve the website

### **IT Tutor** @ UWE Silver Surfers (volunteer role) in Bristol **September 2014 – April 2015**

User testing / Tutoring / User Reviews / User Interviews / Insight Gathering

I volunteered as an IT tutor for the elderly on UWE's Silver Surfer program. Skills:

- Communication. Conveying complex messages clearly without being condescending
- Staying focused while being an observer to tasks

**Customer Advisor** @ Ovo Energy (Red Recruitment Agency) in Bristol **March 2014 – September 2014**

Office Experience / Email Etiquette / Customer Service / Phone Manner / Communication

I was a Customer Service Advisor responsible for answering in-bound calls from customers, answering queries and fixing various issues with customer's energy accounts. Skills:

- Staying calm under pressure from the customer and targets
- Office experience and working in a professional environment
- Promoted to Senior Advisor after 5 months which involved more responsibility and knowledge of the company

## **Education**

**BSc Web Design** @ The University of the West of England (Bristol UWE)

September 2012 – June 2015 - **2:1**

During this course I've honed my skills in web design to be more specialised. Although I have an interest in the broader aspects of web design, I found a particular interest in the user experience and interaction design aspect of the industry. I developed a strong work ethic and focus through university as well and really learned to stay calm under pressure. During this course I also learnt about information architecture, front and back end coding, web principles and the ethical implications of the web.

**Fda Creative Digital Media** @ The University of Plymouth

September 2010 – June 2012 - **2:2**

In this Foundation Degree I developed my web design and programming skills. I grasped the concepts of HTML and CSS as well as using various software applications. There was also some animation and filmmaking involved.

## **Interests**

### **Playing poker**

I played poker at university and was a member of the poker society for 3 years. Since leaving university I mostly just play with friends and at local bars when they have tournaments.

### **Films and film making techniques**

I enjoy going to the cinema to see various genres of films. I'm a big Marvel fan. I am also interested in the developments in film making techniques and the differences between older films and the films of today.

**References Available upon request**