





# RYAN HINCHCLIFFE

W E B   D E V E L O P E R



-  07708 756073
-  ryan.hinch95@gmail.com
-  Bournemouth, BH4 9HN
-  Full UK Driving License

## PROFILE

Emerging web developer eager to build skill-set with high-value contributions. Excels in fast-paced environments with focus on growth and development. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Attained a great spectrum of skills for the role in this time but always eager to learn more. Completed a full Web Development stack course with The Training Room, certified by CIW (Certified Internet Web Professional), this included modules on HTML, CSS3, JavaScript, PHP, Laravel, and MySQL.

## SKILLS

- JavaScript
- PHP
- MySQL
- HTML
- CSS3
- Problem-Solving

## CERTIFICATIONS

The Training Room July 2021 - April 2023

- CIW Advanced HTML5 and CSS3
- CIW JavaScript Specialist
- CIW Internet Business Associate
- CIW Network Technology Associate

## EDUCATION

**Creative Media Level 3 BTEC** - Merit

**IT Level 3 BTEC** - Merit

**Maths GCSE** - B

**English Lang & Lit GCSE** - C

**Additional Science GCSE** - C

Arnewood Academy Sixth form, New Milton: September 2011 - July 2013

Arnewood School, New Milton: September 2006 - July 2011

## EXPERIENCE

### CUSTOMER CARE SENIOR

**AXA Health**

May, 2023 - Present

- ✧ Strategically allocate roles and work tasks to agents based on daily statistics
- ✧ Providing help and support for struggling agents
- ✧ Investigating and resolving complaints
- ✧ Designing and updating our user-friendly staff help system created with Powerpoint and collecting feedback to improve this.

### CUSTOMER CARE CONSULTANT

**AXA Health**

March, 2018 - May, 2023

- ✧ Intuitive customer assistance via telephone and online chat
- ✧ Training new starters
- ✧ Conducting informative academy sessions

### BUSINESS DEVELOPMENT SPECIALIST

**Astute Ltd**

Sep 2017 - Feb 2018

- ✧ Discussing software and hardware needs with business owners
- ✧ Providing recommendations based on their needs

### SALES CONSULTANT

**Tesco Mobile**

May 2014 - Sep 2017

- ✧ Discussed mobile phone and service provider needs of our customers
- ✧ Recommended solutions based on their needs
- ✧ Provided attentive after-sale support.