

Benjamin Gammage

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Summary

Data-focused professional transitioning into analytics with experience in performance reporting, KPI monitoring, digital products, and customer operations. Combining commercial experience with hands-on skills in Python, SQL, Excel, and data visualisation to analyse data and communicate actionable insights. Currently building a portfolio of analytics projects focused on data cleaning, reporting, and business problem-solving.

Skills

SQL · Python (Pandas, Matplotlib, Jupyter) · Excel · Data Cleaning · Data Analysis · Data Visualisation · Reporting & KPI Monitoring · Azure DevOps

Projects

[E-commerce Sales Analysis Project](#) | Python, Pandas, Matplotlib, Quarto | 2026

- Analysed e-commerce sales and profitability data using Python and pandas
- Explored trends in sales performance, customer behaviour, and product categories
- Cleaned and transformed data to identify meaningful patterns and business insights
- Created visualisations to communicate findings and support decision-making
- Published a structured report using Quarto and GitHub to present results clearly

[US Consumer Finance Complaints Analysis](#) | Python, Pandas, Matplotlib, Plotly, SQL | 2026

- Analysed consumer complaints managed by CFPB using Pandas and SQL
- Explored complaints by product and monthly volume, dispute rates by channel, and company response rates.
- Used SQL, including conditional aggregation, to analyse complaint trends, dispute rates and company response performance.

Experience

SEVERN TRENT

Digital water specialist

Leicester
2025

- Analysed customer interaction data and service requests to identify issues, trends, and service improvement opportunities
- Resolved high-volume customer enquiries using structured problem-solving and data-informed decision-making

- Ensured accurate handling of customer and operational data in line with data governance and compliance standards
- Worked in a performance-driven environment requiring accuracy, efficiency, and attention to data quality and integrity
- Communicated clearly with customers and internal teams to resolve issues and support operational outcomes

HASTINGS

Digital Product Executive

Leicester
2024

- Produced weekly performance reports analysing digital user journeys, engagement metrics, and platform performance
- Interpreted data to identify friction points and opportunities for service and process improvement
- Delivered clear, structured insights and recommendations to stakeholders and non-technical audiences
- Supported data-driven decision-making across digital product teams
- Contributed to monitoring performance metrics and tracking improvement initiatives

AXA RETAIL

Product owner

Ipswich
2021-2023

- Improved car insurance renewal retention by 15% through data-driven optimisation of customer journeys
- Worked with analytics teams to review performance data and identify drop-off points, supporting improvements in conversion outcomes
- Supported the development of digital reporting and insight processes across national renewal systems
- Worked in Agile teams using Azure DevOps to deliver iterative improvements based on performance data
- Collaborated with stakeholders to define KPIs and track progress against performance objectives
- Contributed to service improvement and process optimisation initiatives

Additional Skills

HTML • CSS • JavaScript • Django • Eleventy • WordPress • AWS • GCP • SharePoint