

Benjamin Gammage

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Summary

Data-focused professional with experience analysing digital performance, interpreting user and operational data, and delivering insight-led improvements to support decision-making and service outcomes. Strong ability to translate complex data into clear, accessible insight for both technical and non-technical stakeholders.

Experienced in performance reporting, KPI tracking, and identifying trends and inefficiencies in digital systems. Combines analytical thinking with technical skills in SQL, Python, and Excel, alongside strong stakeholder communication and a focus on continuous improvement.

Core Skills

- Data analysis & interpretation
- Performance reporting & KPI tracking
- Dashboard development (Power BI)
- SQL (data querying & manipulation)
- Python (data analysis / automation / modelling)
- Excel (formulas, pivot tables, data analysis)
- Data visualisation & storytelling
- Stakeholder engagement & communication
- Continuous improvement & process optimisation
- Data quality, validation & attention to detail
- Agile delivery environments

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

Ipswich

Product owner

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 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

Skills & Interests

Projects: [Calculus.tools](#), content creation

Languages: HTML, CSS (Tailwind), JavaScript, Python, SQL

Tools & Platforms: WordPress, Eleventy, Django, AWS, GCP

Microsoft 365: Excel, SharePoint (experience), data reporting workflows