

# Benjamin Gammage

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## Summary

Self-taught developer with experience in digital product and customer-focused environments. Skilled in analysing user behaviour, identifying friction in digital journeys, and delivering data-driven improvements to enhance user experience and conversion outcomes. Combines technical knowledge of web technologies (HTML, CSS, JavaScript) with a strong understanding of customer needs, product performance, and optimisation.

## Skills

### Languages

HTML, CSS (Tailwind), JavaScript, Python

### Technologies

WordPress, Eleventy, Django, AWS, GCP

### Core Skills

User journey analysis, digital optimisation, data interpretation, problem solving, Agile delivery, stakeholder communication

## Experience

### SEVERN TRENT

#### Digital water specialist

Leicester  
2025

- Resolved customer complaints and technical enquiries using structured problem-solving and clear communication
- Handled sensitive customer data in compliance with security and governance procedures
- Operated in a high-volume, performance-driven environment requiring accuracy and attention to detail

### HASTINGS

#### Digital Product executive

Leicester  
2024

- Created weekly reports analysing digital user journeys and platform performance
- Identified opportunities to improve usability and reduce friction across digital customer flows
- Presented data-driven insights and recommendations to stakeholders

### AXA RETAIL

#### Product owner

Leicester  
2021-2023

- Improved car insurance renewal retention by 15% through optimisation of customer journeys
- Contributed to improvements in national digital renewal processes and online user experience
- Worked in Agile teams using Azure DevOps to support iterative delivery of digital improvements

## Skills & Interests

**Projects:** [Calculus.tools](http://Calculus.tools), content creation