

Benjamin Gammage

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Summary

Customer-focused technical professional with experience in digital product environments and customer support roles. Skilled in diagnosing and resolving user issues, communicating technical information clearly, and working with web technologies including JavaScript, HTML, and CSS. Experienced in handling sensitive data, supporting users in high-volume environments, and improving digital processes through structured feedback and analysis.

Experience

SEVERN TRENT

Leicester

Digital water specialist

2025

- Resolved customer complaints and technical enquiries through structured troubleshooting and clear communication
- Handled sensitive customer data in compliance with security procedures
- Worked in a high-volume, target-driven environment requiring accuracy and efficiency

HASTINGS

Leicester

Digital Product executive

2024

- Produced weekly reports analysing digital user journeys and identifying friction points
- Recommended improvements based on data analysis and customer behaviour trends
- Presented insights and technical recommendations to stakeholders

AXA RETAIL

Leicester

Product owner

2021-2023

- Improved car insurance renewal retention by 15% through process and journey improvements
- Contributed to optimisation of national digital renewal journey
- Worked in Agile delivery teams using Azure DevOps to support continuous improvements

Skills & Interests

Technical Languages: HTML, CSS (tailwind), JavaScript, Python

Technologies: Wordpress, Eleventy, Django, AWS, GCP

Projects: Calculus.tools

Interests: Fitness, gaming, content creation