

Benjamin Parsley

Computer Science Graduate

✉ ben.parsley1@hotmail.com

🔗 Portfolio

🔄 github.com

🌐 linkedin.com

PROFILE

Postgraduate computer science student specialising in software support, software quality, and software security. Technical programming and web development capabilities demonstrated through independent technical projects.

Proven background in resolving complex technical support escalations and maintaining high customer satisfaction. Proficient in root-cause troubleshooting for enterprise software.

HARD SKILLS

- IT Service and Support
(Knowledge-Centered Service, IT Service Management, Log Analysis, Root-Cause Resolution)
- Database Management
(Relational Databases, SQL Server Management Studio)
- Infrastructure and Networking
(SaaS Environments, TCP/IP and HTTP, Network Troubleshooting)
- Development and Automation
(HTML and CSS, JavaScript, React.js, and Node.js)
- Quality and Security
(Penetration Testing, Vulnerability Assessment)

SOFT SKILLS

- Customer De-escalation
- Technical Mentorship
- Incident Time Management
- Cross-Functional Collaboration
- Empathy & Initiative

CERTIFICATES

- Google UX Certificate
- Google AI Professional Certificate
- BSc (Hons) Computer Science
- Software Development BTEC Level 3
- BCS Level 2 IT Application Skills

EMPLOYMENT HISTORY

Carestream Dental UK

Technical Support Analyst Level 1

2023 – Present

- Managed complex cases from initiation to completion, via log analysis and root-cause troubleshooting, exceeding resolution targets.
- Engineered a custom search tool to accelerate solution retrieval and optimise incident resolution workflows.
- Authored technical documentation using KCS principles and mentored new team members.
- Queried backend databases to isolate system faults, troubleshooting complex data integrity and connectivity issues.
- Analysed customer feedback to identify patterns, reproduce system errors, and document software defects for R&D review.
- De-escalated high-priority technical cases through proactive stakeholder communication.

John Lewis & Partners

Selling Partner

2021 – 2023

- Engaged with customers to identify needs and offer tailored product solutions for optimal purchase decisions.
- Explained product features and benefits to enhance customer confidence.
- Used upselling and cross-selling to boost sales.

Chairman of the Esports Society

2021

- Led planning and execution of events, regularly presenting strategies and updates to a society of nearly 100 members.
- Secured partnerships and funding through promotion and negotiation with potential sponsors.
- Fostered collaboration among committee members and game leaders to achieve goals.

EDUCATION

BSc (Hons) Computer Science

University of Hertfordshire

2018 – 2022

- Earned an Honours degree in Computer Science GPA of 3.5.
- Conducted a thesis on preventive measures for cryptographic failures and guiding beginners in cyber security.
- Developed a deep understanding of programming languages, algorithms, and data structures, with a particular emphasis on designing secure software systems.
- Focused on building efficient programs to solve complex challenges, prioritising system security throughout.