

# Ben Sparkes

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## Profile

A professional and knowledgeable graduate with a BSc (Hons) Degree and Level 3 BTEC qualification in Computer Games programming. Demonstrates a strong knowledge of games programming, with hands-on experience developing games for the iOS AppStore. Recognised for having excellent problem-solving skills and the ability to find creative and logical solutions. Committed to going the extra mile to support clients, with 5 years' experience providing exceptional customer service. Has outstanding communication skills and enjoys building professional working relationships with colleagues. Now looking to pursue a career as a programmer in the gaming industry.

## Key Skills & Experience

- Holds a BSc (Hons) Degree in Computer Games Programming (Awaiting grade)
- Achieved a High Distinction grade for Level 3 BTEC in Computer Games Programming
- Has 10 years' programming experience including development of games for the iOS AppStore
- Confident using industry software including C++, Unity, Unreal Engine, LUA, HTML5, CSS3 and JavaScript
- Exceptional communication skills via face-to-face, email and over the phone
- Client-focused with the proven ability to meet client briefs on time and within budget
- Outstanding customer service skills developed over the past 5 years
- Excellent analytical skills with a natural ability to solve problems and find logical solutions
- Has a keen interest in programming and a passion for games

## Education & Qualifications

**2017 - 2020 | BSc (Hons) Computer Games Programming (Awaiting result)** – De Montfort University

**2015 - 2017 | BTEC Level 3 Computer Games Programming – High Distinction** – Leeds City College

## Additional Programming Experience

### Apple App Store Connect

- Created mobile games for the iOS AppStore after finishing university
- Gained experience in using industry software

### Thum iOS game

- Developed an iOS game which is available on the Appstore
- Designed and launched a hyper-casual endless dodging game
- Involves players using their thumb to dodge obstacles

### Stoppa iOS game

- Developed an iOS game which is now available on the Appstore
- Created this hyper-casual game that involves players tapping to control obstacle movements to avoid crashing
- Built upon previous programming knowledge and skills gained from the development of Thum game

## **Work Experience**

(completed alongside studies)

### **2016 – Present: Bar Staff, The Black Bull**

#### **Key responsibilities:**

- Providing exceptional customer service and answering customer queries
- Developing a broad knowledge of products to advise customers
- Handling customer complaints and dealing with difficult scenarios swiftly and effectively
- Overseeing stock management and ensuring that stock levels remain at suitable levels
- Providing a warm and friendly welcome for all customers and regularly checking-in with guests
- Trusted as a cash handler and responsible for taking payments
- Collaborating with the wider front of house team to support each other
- Ensuring that the bar area remains clean and tidy at all times
- Effectively multi-tasking and confidently working in a busy environment

#### **Key achievements:**

- Created and launched the company's ticket ordering system/website to allow the pub to remain open and deliver safe service during the Coronavirus pandemic
- Recognised for regularly going the extra mile to meet and exceed customer expectations
- Developed the confidence to speak to customers and handle difficult situations
- Established professional working relationships with colleagues

### **2016 – 2017: Assistant, MircroTek, Leeds**

#### **Key responsibilities:**

- Providing support with repair services for Point-Of-Sale software
- Developing a broad knowledge of software and the skills needed to identify and resolve issues
- Collaborating with colleagues to offer quick and efficient service
- Providing a great service for clients

#### **Key achievements:**

- Gained experience in Point-Of-Sale software and knowledge of associated repairs
- Recognised for demonstrating a natural ability to find solutions and identify improvements

**References available upon request**