

# BENJAMIN THOMAS COOK

Radcliffe/Bolton | Manchester, UK

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## Summary

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Reliable and organised professional with experience supporting teams, managing responsibilities, and delivering consistent, high-quality work. Strong communicator with proven time management skills and the ability to adapt quickly in customer-facing and office environments. Years of experience with IT, involving documentation and data entry. Versatile and eager to learn new skills or improve my existing skillset.

## Skills

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Customer Service, Communication, Organisation, Teamworking, Multidisciplinary, Calm under-pressure **3 - 4 Years**  
Digital Literacy, Microsoft Office, Adobe Creative Cloud **5 Years**  
Personal: Problem solving, Time management, Independent, Multitasker

## Work Experience

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ASDA – Customer Service **March 2023 – April 2026**

- Work collaboratively with a team to meet daily operational targets.
- Provide friendly, efficient customer service in a fast-paced environment.
- Handle queries, address and solve customer issues.
- Maintain high standards of organisation, accuracy and reliability.

Videography - Freelance **July 2023 – April 2026**

- Plan, film, and edit video content for creative projects.
- Manage projects independently from brief to delivery.

McDonald's – Kitchen and Service **April 2022 – July 2022**

- Cook using high grade equipment in a fast-paced environment.
- Ensure clean and tidy spaces fit for food safety.
- Provide friendly, efficient customer service in a fast-paced environment.

Weaveability – Web Design **April 2018**

- Planning and Developing Content to meet delivery deadline.
- Office-based working environment.
- Re – Designing to align with rebranding.
- Working on a well-known brands redesign, Warburtons.
- Applying strong layout and typographic principles across digital and print outputs.

## Education

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Edinburgh Napier University	Digital Media and Interaction Design	<b>Grade: 2:1</b>	<b>Sept 2021 – Aug 2025</b>
Bury College	IT	<b>Grade: Triple Distinction *</b>	<b>Sept 2017 – Jun 2019</b>
	English	<b>Grade: C</b>	
Philips High School	Maths (Higher)	<b>Grade: C</b>	<b>Sept 2012 – Jul 2017</b>