

Ben McCarthy

Home address

Little Denmead Farmhouse
Denmead
Waterlooville
PO7 6JP

Home: (02392)632462
Mobile: 07908467157
Email: benjamccarthy@hotmail.co.uk

Personal Profile

I consider myself a motivated, enthusiastic and driven individual that can apply my wide range of skills to any opportunity that I am given. I am a logical person who can take control and use my initiative. I have a passion for ICT and business and I have just completed a degree in Information Systems at Cardiff University. I have worked with Salesforce for a year while studying and about 6 months in a business environment. I have extensive knowledge of administration of a system while also the developing and building of a Salesforce database. This includes data migration/loading and installing of external applications.

Qualifications

2009-2012	Cardiff University	BSc Information Systems High 2:1
2007 – 2009	Southdowns College	BTEC: Networking and System Support Year 1: Distinction Year 2: Distinction Personal Finance AS - Distinction
2001 – 2006	St Johns College Portsmouth	GCSE + A-Level All grades A - C ICT AS-level - C

Skills Profile

- **Time management** – Always organised and punctual. If I'm given a task to perform I will do it to the best of my ability and adhere to any deadline.
- **IT skills** – I am very computer literate and have a wealth of experience with the Microsoft Office package. I consider myself to be an advanced user of Excel mainly as I have used this to manipulate data into different formats for clients ready for data migration.
- **Communication** – I am confident when presenting to large groups of people and can adapt my approach depending on the audience. In my current role this includes presenting to the board of directors.
- **Presentation** – I always make sure I present myself appropriately as I feel a good impression goes a long way.
- **Team Work** – Having been exposed to large projects working within a team, I understand the value of good team work and how to interact with people on their level.

Ben McCarthy

October 2012 – Present

Assistant Consultant

Westbrook International

London

- Implementing Salesforce systems from scratch and overseeing development from the scoping stage of a project to the deploy stage.
- Use of critical thinking to analyse requirements to resolve problems.
- Understanding Clients business needs and translating them into a Salesforce solution.
- Giving presentations to clients and colleagues educating them on the power of a cloud solution and specialised applications.
- Ensure communication between Consultant and Client is maintained to the highest standard throughout the duration of the project and beyond, to provide the customer with an outstanding experience and further business relationships.
- With extensive knowledge of Salesforce and the AppExchange I am quickly able to identify and advise on key applications which are suitable for business needs.
- Some of my clients includes businesses in the third sector, telecommunications and insurance industry,

July 2012 – September 2012

Account Executive

Yelp

London

- Making a high number of outbound calls to local business owners.
- Managing my own leads and driving the full sales cycle from prospecting to closing deals.
- Educate clients on the power of online advertising.
- Manage all work through Salesforce.

July 2011 – April 2012

Brand Ambassador

Microsoft, Lenovo, HP, Nikon

Various Locations

- Providing a high level of knowledge and detail about specific brands and products to customers in various stores, working in John Lewis mainly but occasionally PC World.
- Involves working completely independently as you are representing these brands as an individual within a store.

August 2008 – December 2009

Customer Advisor

PC World

Portsmouth

Interests

- I enjoy keeping fit and living a clean and healthy lifestyle including attending the gym 3 times a week.
- I currently have a stocks and shares portfolio where I deal mostly within the AIM market with oil and gas companies.

References: Available on request.