

Ben Richards

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Personal Details

Driver's License: AM, B

Eligible to work in the UK: Yes

Highest Level of Education: Certificate of Higher Education

Industry: Electrical Engineering

Work Experience

Backhaul & Lab Specialist

PXC-Manchester, Greater Manchester

August 2024 to Present

As a Backhaul & Lab Specialist at PlatformX Communications, I managed the full estate of backhaul deliveries for all customers, overseeing provisioning from initiation through end-of-life, including a two-week support layover period to ensure smooth transitions. This role demanded strong process ownership, technical knowledge, and close coordination with both internal teams and external partners.

I am responsible for creating and maintaining critical documentation that underpinned successful service delivery. This included customer-facing order forms, structured Dead on Arrival (DOA) processes, and internal guides to ensure accuracy and consistency. I also developed and maintained process documentation for my role, supporting knowledge transfer and continuity within the wider team.

Billing accuracy was a core accountability, requiring careful review of provisioning data against contractual terms to ensure revenue was correctly captured and allocated. Alongside this, I supported the Lab and Model Office teams in provisioning new products, working on live tasks, suggesting process improvements, and helping to shape workflows that made product launches smoother and more efficient.

Data analysis was another key component. I built Power BI analytics to monitor revenue income, aged Work in Progress (WIP), Mean Time to Provide (MTTP), and circuit inventory. I also produced location-based analytics to map customer circuits and provide visibility of where services were deployed. These insights highlighted risks, improved forecasting, and informed both operational and strategic decisions.

This position required a balance of delivery, process improvement, and analytics. By combining provisioning expertise with documentation and data-driven reporting, I ensure customer backhaul services are delivered reliably while contributing to the evolution of team practices and product readiness.

Service Delivery Specialist

TalkTalk Plc-Manchester, Greater Manchester

July 2022 to Present

Upon joining Talk Talk business as a deliver specialist, I quickly understood the processes and requirements for this role. Within my first 3 months I was getting great feedback almost weekly.

I expanded my knowledge working within a team as well as customer facing abilities.

I worked all my tasks with an extremely proactive attitude to ensure my partners were receiving a smooth delivery.

My main roles included:

- creating reports, some simple and some complex, for all my partners and hosting weekly meetings to discuss troubled orders.
- Day to day problem solving of complex orders and how to resolve any issues.
- Communicating with the partner and Openreach to ensure a smooth transition from a troubled order to a fluid order.

Domestic Appliance Engineer

Moor To Sea Services-Redruth

November 2021 to Present

Since covid hit, I opted to change my career path in the direction of something I studied in. I was given the opportunity. By Moor To Sea Services to show my electrical skills and fault finding abilities.

My key responsibilities are to interact with customers, firstly by arranging a time for my visit to diagnose and repair their white good appliance.

After two months worth of training from senior engineers, Electrolux and Miele manufacturers, I was given the opportunity to start taking my own jobs. Traveling door to door with a company supplied work van and tools.

I have picked up a good understanding of the appliances and useful knowledge to help me progress further into this career choice.

Prep / service chef

Prepped 2 Go-Warrington

October 2017 to Present

At prepped 2 go my main roles are to ensure there is enough food prepped for the night staff, which I am also a part off, as well as ensure all food which leaves the kitchen is to standard. Keeping my eye on portions, food quality and presentation. Prepped 2 go is a healthy eating "cafe". During the night shifts we prepare people's weekly meals which is on average 250+ meals every 3 nights.

I am responsible for the kitchens deep cleans, meat orders and shopping lists.

Voluntary Worker

Be One Percent-Burscough

September 2015 to Present

I have a friend called Brian Spencer who runs a small "festival" in his back garden to raise money for a charity called Be One Percent. This charity donates money to eradicate poverty. All members of the Be One Percent foundation donate one percent of their yearly income to donate to this charity.

<https://www.beonepercent.org/about-be-one-percent>

I have done this over three years.

Whilst helping here I cook, clean and help in general. The past year I was assigned to sell raffle tickets to raise more money for be one percent.

Team Member

FFS

June 2015 to Present

Erecting tents at festivals and film locations)

From the 10th Aug - 19th Aug I helped work on setting Leeds festival up with FFS. I helped erect tents and clean the wall's and rooves which are used to line the tents. I also had to help floor the tents by carrying 6ft floor boards into them. Since we had a time limit of getting everything ready the team had to get everything done as soon as possible. Yet again working in a small team with a certain time limit was great experience.

Chef de Partie

Cove Communities-Truro

August 2021 to October 2021

I have recently joined the Cove Communities team and Landal Gwel an more, situated near portreath.

My key responsibilities are to help the head chef maintain and run the kitchen alongside the sous chef and others.

I have picked up their full menu rather fast as well as new skills and ways of creating good food under a high standard.

Chef de Partie

Haven Holidays-Cornwall

February 2019 to August 2021

This is now my second season at Perransands holiday park. I have continued my role as carvery chef and I am now in charge of a smaller venue as acting head chef. The venue I now run is called funky fish, a small 72 seater restaurant, on my team I have a trainee chef that I have trained to work in the kitchen with me. I am responsible for all of the kitchen requirements such as, fish orders, frozen orders and dry store orders.

At the end of every night I have to thoroughly check my kitchen for cleanliness and allergen labels which are haven standards.

Chef de parties

Bourne Leisure-Cornwall

April 2018 to November 2018

Starting from April 2018 to November 2018 I did a season at the Perransands Haven holiday park in Perranporth working in their main restaurant Surf Bay. At Surfbay I worked in many sections of the kitchen. The main sections where I excelled were the grill and pans sections. I did also run the pass and do deserts.

Every Sunday I was in charge of doing carvery. Cooking the meats, veg and also carving it for the guests we had on site.

During my time at Surfbay we had a food and beverage director come into our establishment, he ordered a steak which I cooked. The feedback I got back from him was amazing. He said it was the best Haven food he has had so far.

Chef / Kitchen Porter

The Culcheth Arms-Warrington

December 2016 to October 2017

I originally applied to work at the culcheth arms pub / resultant as a kitchen porter. Helping the chefs with their preparation work for service. I took to the kitchen amazingly said the head chef. Since Christmas I have constantly been in the kitchen. I work by myself on Tuesdays and any other day they need me. This normally being a Saturday or Sunday. In the kitchen my responsibilities are the preparation of food for that days service, keeping my working station clean and hygienic before, after and during service.

Cook

McDonald's

December 2014 to April 2015

I worked at Birchwood McDonald's for around 6 months. My role and responsibility were to cook chicken and ensure we get the food out to the customers on time. I also had the responsibility to fill the hoppers with fries, clean pots and pans after breakfast and throughout the day. I enjoyed working at McDonald's but it just wasn't for me, hence why I left after only 4 months.

Team Member

WAAP

June 2014 to December 2014

Erecting tents at festivals)

In the summer holiday of 2014 I worked with WAAP building tents on music festival sites. The work was physically demanding but I found working with the small team valuable experience. It taught me that everyone has a part to play no matter how large or small an organisation you are working for.

Education

Electrical Engineering (HNC)

Warrington Collegiate-Warrington, Cheshire

September 2016 to July 2017

Electrical Engineering (BTEC Level 3 Extended Diploma)

Warrington Collegiate-Warrington

September 2014 to July 2016

Maths, English, Science, Media, Geography, (GCSE's)

culcheth highschool-Warrington

September 2010 to July 2014

Skills

- Azure Dev Ops (2 years)
- Training
- Management
- Communication skills (10+ years)
- TINA Electrical Circuit Simulator (3 years)
- Customer Service (10+ years)
- Time Management (10+ years)
- Cascading Style Sheets (CSS) (3 years)
- Driving
- Microsoft Office (8 years)
- Knife skills
- Power Systems & Distribution (4 years)
- Electrical experience (4 years)
- Problem-Solving & Analytical Skills (8 years)
- Power BI (3 years)
- Technical Knowledge of Appliances (2 years)
- Hand tools (2 years)
- Project Server (2 years)
- Independent Field Work (4 years)
- JavaScript (6 years)
- Telecommunications (3 years)
- .NET (3 years)
- Engineering Design & Project Management (5 years)
- Cooking
- Data Handling (4 years)
- Team Management (3 years)

- Google Sketchup (3D Modeling Software) (4 years)
- Electrical engineering (4 years)
- APIs (5 years)
- Fault Diagnosis & Repair (3 years)
- Kitchen Experience

Languages

- English - Fluent

Awards

Electrical Safety D.A.T.E.S Certificate

December 2021

I attended a 1 day course at the Electrolux Training facility based in Luton for a D.A.T.E.S course. This course covered all general health and safety whilst working on white goods.

Specifically the safe working methods and environment.

Microwave Training Certificate

December 2021

I attended a 1 day training course at the Electrolux Training facility based in Luton, the course which covered all of the safety side of working on microwaves and how to diagnose and repair them.

Manchester 1804 - Winner certificate

August 2013

During the material science summer school i was awarded a certificate for successfully solving the demolition derby challenge. This is where we had to build structures out of different materials, cardboard, straws, paper, and then support an egg on top. The team who supported the egg the longest won.

Manchester 1804 - Winner certificate

August 2013

During the material science summer school i was awarded a certificate for coming up with the best idea for the future of flight project. This is where we were in groups and had to design a seat for an average person during plain flights. we were being judged by Laura Winters, from the School Of Materials at Manchester 1804.

Certifications and Licenses

Pearson BTEC Level 3 90-credit Diploma

July 2015 to Present

I achieved this certificate upon completion of my college course. I finished the course with an overall double Merit.

Certificate In Spanish

July 2015 to Present

During my work placement trip to Martos in Spain whilst undertaking my college BTEC Level 3 Extended Diploma I was awarded this certificate upon completion of my work placement. This certificate was awarded to me for taking Spanish lessons and speaking Spanish whilst in my work placement.

Certificate Of Recognition For Acquired Experience And Competences

July 2015 to Present

This certificate was also awarded to me when i completed my work placement in Martos. This certificate is to prove that i completed a work placement whilst In another country.

Certificate Of Completion

August 2013 to Present

During 2013 I attended a material science summer school held at Manchester 1804 university. Here I achieved this certificate for completing the summer school.

Full UK Driving Licence

July 2017 to July 2027

There are 3 points on my driving license.

Food Safety and Hygiene, Level 2 Retail

April 2018 to March 2019

"This Level 2 course has been designed to help anyone who handles, prepares or serves food in the catering industry understand their legal responsibilities and know what constitutes best practice in regards to controlling food safety hazards, controlling temperatures, food storage, food preparation, personal hygiene and premises cleaning."

Quoted from www.highspeedtraining.co.uk where I passed the Food safety and hygiene for Retail level 2 test.

Food Safety and Hygiene, Level 2 for Catering

April 2018 to March 2019

"This Level 2 course has been designed to help anyone who handles, prepares or serves food in the catering industry understand their legal responsibilities and know what constitutes best practice in regards to controlling food safety hazards, controlling temperatures, food storage, food preparation, personal hygiene and premises cleaning."

Quoted from www.highspeedtraining.co.uk where I passed the Food safety and hygiene for Catering level 2 test.

Additional Information

Key Skills

- Good IT Skills.
- Can work in a team efficiently.
- Good verbal, written and listening communication skills.
- Able to work under pressure.
- Well organised.
- Always motivated and focused.
- Clean
- Always punctual, arriving on time.