

# Ryder Osborn

CYBER SECURITY | SOFTWARE ENGINEER | IT SUPPORT

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## SUMMARY

I am a motivated and adaptable individual with a solid background in IT, cybersecurity, and software development bringing a versatile skill set that applies across various industries. Known for my strong communication abilities, I thrive on building and nurturing relationships with stakeholders to ensure smooth collaboration and alignment with shared goals. My strong time management skills and proactive problem-solving have consistently delivered results, particularly in high-pressure environments, while maintaining strict safety and compliance standards. With hands-on experience in assessments and audits, I have a proven ability to identify risks, implement effective mitigation strategies, and uphold workplace health and safety principles. Driven by a strong work ethic and a commitment to continuous learning, I am passionate about solving complex challenges and contributing to dynamic teams. I am eager to apply my technical expertise and relationship-building strengths to drive success in IT, cybersecurity, software development and beyond.

## PROFESSIONAL EXPERIENCE

Sales Assistant | BWS Dapto August 2019 - Current

- Engaged with customers by sharing product knowledge and enthusiasm, creating memorable experiences that fostered customer loyalty.
- Meticulously analysed sales data to elucidate trends and areas for improvement, helping to refine product offerings and enhance sales strategies. Promoted BWS loyalty programs by informing customers of benefits and product offerings, encouraging repeat business, and enhancing customer satisfaction.
- Addressed customer complaints with empathy and professionalism, effectively resolving issues in a timely manner which ensured a positive shopping experience and maintained customer loyalty.
- Ensured optimal stock levels on shelves, providing customers with a wide selection of choices and preventing stock shortages.
- Maintained a safe, clean, and organised store environment, ensuring a positive shopping experience for both customers and team members.
- Upheld responsible service of alcohol guidelines, consistently adhering to legal and store-specific policies to ensure customer safety and compliance.

Car Detailer | Dwyers Mazda Wollongong February 2017 - December 2018

- Detailed and cleaned vehicles to exceptional standards, ensuring a polished, showroom-ready appearance.
- Applied fabric and paint protection with precision, enhancing vehicle durability and customer satisfaction.
- Drove business performance through execution of local and national marketing initiatives (promotions).
- Safely manoeuvred vehicles within the dealership and workshop, prioritising safety and efficiency.
- Complied with Workplace Health and Safety (WHS) regulations, maintaining a safe work environment.
- Adapted to various tasks as needed, demonstrating flexibility and a proactive work ethic.
- Collaborated effectively with team members, contributing to a cohesive and efficient work environment.
- Excelled in fast-paced settings, handling multiple tasks while maintaining attention to detail and quality.
- Demonstrated a strong commitment to customer satisfaction, ensuring each service exceeded client expectations.

## TECHNICAL SKILLS

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### Programming Languages

- Developed and maintained software applications using Java, JavaScript, Python, and C++, enhancing functionality and user experience.
- Implemented SQL queries to efficiently retrieve, update, and analyse data across large databases.
- Optimised front-end components with HTML, CSS, and JavaScript, improving page load times and responsiveness.
- Debugged and refactored code across multiple languages, ensuring reliability and performance.

### Developer Tools

- Utilised Visual Studio Code, IntelliJ, and Android Studio to create, test, and deploy software solutions.
- Managed code versions and collaborated on projects using GitHub, ensuring seamless team integration and code accuracy.
- Configured MySQL databases for backend storage solutions, enabling secure and scalable data management.
- Streamlined workflows through effective use of developer tools, resulting in increased productivity and reduced errors.

## EDUCATION

July 2021 - June 2024

### Bachelor of Computer Science - Major in Cyber Security

University of Wollongong

- Relevant coursework in Cyber Security, Ethical Hacking, Advanced Programming and Project Management.

### Certificate III in Information Technology

February 2020 - July 2020

TAFE NSW Wollongong West Campus

## REFERENCES

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### Ms Rachel Lenartas, Store Manager

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### Mr Phil Rodriguez, Business Manager

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