

Ryan Wallace

A Passion for Computers

I have been building computers for 6 years and for the past 2 years I have been building computers under my business. I enjoy troubleshooting and repairing any type of technology. I am used to troubleshooting computer issues over phone calls as I help a wide variety of people from around the UK.

A proven ability to make a difference

In every workplace I have been able to make a positive impact on workflow and overall morale amongst staff. I have brought an uplifting attitude to workplaces. Throughout my years of work experience I have always been 100% punctual and enjoyed working.

Creative, commercially-minded

I have a very dedicated and creative mindset. In previous experience I have been able to create innovative solutions to workplace issues that have revolutionised workflow. For example, recently in Superdrug I was able to access the order in which we do things and suggest new strategies to become more efficient.

Experience of many industries

I have been in a variety of workplaces since 2016. I have worked in a wide range of workplaces due to a plethora of volunteering experience. This experience has enabled me to adapt easily to new environments and enjoy new challenges.

Education, qualifications

Computer Enthusiast - Passionate about anything technological. Personal learning through TryHackME has helped progress my knowledge in more complex cyber security issues. I attempt CTF challenges for my own personal enjoyment and to learn something new.

Education

University of Portsmouth - Masters - Cybercrime, Security and Terrorism.
MERIT.

University of Portsmouth - Degree - Criminology with Forensic Studies.
MERIT.

Personal

Interests: Sports - Boxing, Taekwondo, Basketball. I have a keen passion for cars, I work on my own vehicles in my spare time and build cars with my Dad.

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Career

Ryan Wallace (ryanwallace128@gmail.com)

Year	Position	Company	Achievements
23 - now	Business Founder / Owner	SimpleSystem Solutions Computer Specialist	<p>This social media run business that I built operates purely on Facebook, Instagram and TikTok. Customers can also contact me on Whatsapp and phone call.</p> <p>This business offers custom built computers and repairs on a wide variety of technology. I often work on Mobile Phones, Laptops, Desktop PC's, etc.</p> <p>100% recommended Facebook Page and an overall great customer service provided.</p> <p>This business is operated in my spare time outside of full time work.</p>
24 - now	Sales Assistant Overnight Staff	Superdrug	Overnight work restocking shelves.
18 - 24	Kitchen Staff	McDonalds Hospitality	<p>This job supported me financially throughout both college and university.</p> <p>Mostly part time work with varying hours and shift times.</p> <p>First paid work that helped me build confidence, punctuality and commitment to a workplace.</p>
18 - 19	Child Exploitation Investigator Working in a team of 12.	Kent Police Law Enforcement Volunteer	<p>This role in Kent Police was purely voluntary. I completed all training and began integration into the Child Exploitation Investigation Team.</p> <p>Working in an office based environment completing a variety of paper work.</p> <p>This role ended due to the Covid-19 pandemic and volunteers were removed from the workplace.</p>

Skills

- Computer Hardware Installation.
- Windows, Linux, IOS, Android.
- TCP/UDP, IPv4/IPv6 understanding.
- Troubleshooting computer systems.
- Website building.
- Resolving computer issues.
- Ability to work as part of a team.
- Commercial awareness.
- Good Numeracy and Literacy Skills.
- Customer focus.
- Microsoft Office – Word, Excel, PowerPoint, etc.
- Planning and organising to achieve results.