

# RYAN SMITH

University Graduate

Glasgow G20

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An enthusiastic, curious, and driven personality looking for new graduate opportunities.

Please see personal website for further information on research experience and previous projects: (<https://ryansmith96.github.io/Ryan-github/>).

#readytowork

Willing to relocate: Anywhere



## WORK EXPERIENCE

### Customer Service Agent

Webhelp UK - Glasgow

October 2019 to Present

Working at Webhelp as a member of the Careline team was dynamic and interpersonal, as the range of customer inquiries means forced me to think fast and use the variety of systems I have at hand to find efficient solutions to a wide spectrum of problems.

### Food & Beverage staff

University of Strathclyde Students Association - Glasgow

September 2016 to August 2019

Working at the student union has helped me to develop a greater understanding and appreciation of customer needs in the student community, as the Union caters to a diverse range of societies and sports teams, as well as students from around the world.

### Bar Staff

Missoulla - Glasgow

July 2018 to August 2018

Part time bar staff trusted with serving a variety of cocktails to customers.

### Research Intern

University of Twente - Enschede

June 2017 to August 2017

I worked alongside two other students as part of an Erasmus funded research internship, where we developed a project investigating linguistic cues to interpersonal online deception. We Investigated this through pairing participants into WhatsApp groups to solve a hypothetical survival scenario.

Supervised by Dr Marielle Stel at the University of Twente.

## Bar Staff

Springkell - Eaglesfield

July 2014 to September 2016

I gained valuable experience in working under stressful conditions, co-ordinating a team, and providing outstanding customer service while working as trusted member of the bar staff at Springkell Manor House. As a venue that chiefly caters to weddings and wedding parties, I have learned to how to go the extra mile for guests, and have become accustomed to staying in form during long working hours. Work there has often-required versatility, and so I gained experience in low level kitchen work and hospitality.



## EDUCATION

### Msc in Research Methods in Psychological Science (Merit)

University of Glasgow - Glasgow

September 2018 to August 2019

### BA in Psychology (2:1)

University of Strathclyde - Glasgow

September 2014 to June 2018



## SKILLS

- Data collection & analysis (2 years)
- SPSS (3 years)
- Rstudio (1 year)
- Quantitative research methodologies (2 years)
- Microsoft Office (European Computer Driving License)
- Audio data transcription and analysis (Less than 1 year)
- Python (Less than 1 year)
- Git (1 year)
- Qualitative data approaches (1 year)
- Agile (Less than 1 year)
- Psychology



## LINKS

<https://ryansmith96.github.io/Ryan-github/>



## ----- **ADDITIONAL INFORMATION** -----

### SKILLS

Conducting research through quantitative, qualitative, or mixed methods paradigms.

Developing statistical models from datasets.

Proficient in the use of R, SPSS, and MATLAB for data collection, processing, analysis, and basic web design.

Knowledge of Python, Git and HTML.

Analysis and transcription of audio data.

European Computer Driving License for Microsoft Office.

Qualitative interviewing and transcript analysis.

Excellent interpersonal communication

Conducting research independently

Working collaboratively