Bishal Roy

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Portfolio - https://broy9501.github.io/Portfolio-   LinkedIn - https://www.linkedin.com/in/bishal-roy-
Website/index.html   391924268/

Profile

A motivated Computer Science graduate with strong analytical and technical skills, supported by hands-on experience across software development, data analysis, and technical problem-solving. I have worked on a range of projects involving programming, system optimisation, and applied computing, and I am comfortable working with technologies such as Python, SQL, and Linux. With a proactive mindset and a strong foundation in computer science principles, I am eager to contribute to innovative teams, continuously develop my technical expertise, and deliver reliable, high-quality solutions in a professional environment.

Skills

- Programming & Development: Python, JavaScript, React Native (Mobile Development), C#, HTML/CSS, PHP, Java,

- Databases: SQL Server, Oracle, MySQL

- Cybersecurity: Security frameworks, Network fundamentals, Incident response, Risk assessment, Linux Commands

- Game Development: C# (Unity), Object-Oriented Programming (OOP), Game Logic & State Management, Animation Systems, AI Behaviour

- Professional Skills: Analytical Thinking, Problem Solving, Communication, Team Collaboration, Stakeholder Support, Documentation, Adaptability, Creative, Committed

- AI & Data: Natural Language Processing (NLP), Machine Learning, Data Pre-processing, Visualisation, Model Evaluation, Feature Engineering, Data Analysis

- Tools & Platforms: Git, Linux, Visual Studio Code, Visual Studio, Unity

Projects

Web Development, *Working as a freelancer*   03/2025 – 07/2025
- Freelanced for a music producer client in the music industry, developing a web application using HTML, CSS, and JavaScript to create an intuitive, responsive, and user-friendly interface
- Employed PHP and Python for backend development, ensuring seamless functionality, efficient data processing, and smooth integration across the platform
- Designed and managed the database with SQL, structuring and retrieving critical business information to support the client's operational needs and improve overall workflow

Note-Taking Recommendation System, *Heriot-Watt University Dissertation*   09/2024 – 06/2025
- Developed a note-taking application with a recommendation system using machine learning, which personalises learning materials based on users' notes using an NLP API. The system suggests relevant study materials based on their notes, enhancing the learning experience

AI Startup, *Gamestack.app* 06/2025 – 08/2025
- Developed a prototype object detection model using transfer learning with pre-trained architectures
- Applied Python, OpenCV, and YOLO for experimentation, evaluation, and performance testing
- Collaborated with the team to document findings and recommend improvements for future model iterations

Work Experience

Pro DBA Ltd, *Database Support Consultant* 08/2025 – Present
Edinburgh, Scotland
- Provide first-line support for SQL Server and Oracle databases, troubleshooting query errors, performance issues, and connectivity problems to minimise downtime
- Monitor system performance, identify risks, and escalate complex cases to senior DBAs with clear documentation.
- Use SQL queries and scripts to investigate issues, validate fixes, and analyse data
- Apply ITIL processes to manage incidents and service requests, ensuring structured and efficient workflows
- Communicate solutions effectively to non-technical stakeholders and contribute to internal documentation to support knowledge sharing

BP, *Customer Service Assistant* 11/2023 – 08/2025
Edinburgh, United Kingdom
- Resolved customer issues efficiently, improving satisfaction and retention
- Trained and mentored new staff, contributing to smooth operations and teamwork

Education

Computer Science (Artificial Intelligence), *Heriot-Watt University* 09/2021 – 06/2025
Grade: 2.1/ Upper Second Class (Achieved)
Relevant Modules: Industrial Programming, Data Mining and Machine Learning, Industrial Robotics, Artificial Intelligence, Software Engineering, and Computer Games Programming
Societies: Member of Robotics Society, and Computer Science Society

Cybersecurity Certificate, *Google Coursera* 08/2024 – 01/2025
Covered: Security operations, System vulnerabilities, Data protection, Access management, and Threat response.

St Augustine's RC High School 08/2013 – 07/2021
Scottish Highers: Mathematics (B), Spanish (B), Physics (B), English (A), and Computing Science (A)