

MARIO DRYAS

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Brighton, East Sussex, BN41 1LA, United Kingdom

PROFESSIONAL SUMMARY

A solution-oriented and 1st class BSc Computing graduate from the University of Portsmouth with valuable experience in data analysis, programming, security, and more. Adept at time management, communication & team collaboration whilst liaising with clients, with the ability to balance competing priorities whilst meeting strict SLA's & deadlines. Seeking a full-time opportunity to develop skills and to improve & contribute to company growth & success.

CORE SKILLS

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|--|---|---------------------------|
| - SQL Data Analysis & Reporting incl. MSSQL | - Microsoft Office Suite incl. Excel | - HTML, CSS, Python & PHP |
| - Query & Ticket Handling – approx. 2000+ tickets resolved | - Incident Handling & Response - Liaised in approx. 8+ major incidents and corresponding management | |

PROFESSIONAL CAREER SUMMARY

ParkNow Group - Junior Operations Analyst (Industrial Placement)

July/2019 – July/2020

- Monitored platforms (RingGo Mobile App and Website) and acted on alerts to resolve system issues, keeping to KPI's, SLA's and other metrics.
- Processed tickets and communications from clients; Including investigation, triaging, prioritisation, and remediation of identified issues/bugs or requests (Incorrect parking tariffs, permit & vehicle incompatibility, incorrect or fraudulent/suspicious transactions or accounts).
- Followed, created, and updated procedural documentation throughout the organisation.
- Collaborated as a part of a bridge between the ServiceDesk, Operations and DevOps teams.
- Conducted change, technical investigation and “solutioneering” efforts across the group, providing internal and external customer satisfaction & positive feedback.
- Supported business and ticket processing via SQL data analysis ensuring data accuracy and integrity.
- Exposure into ITIL, including Change Control, Incident & Request handling, and Problem Management.
- Tested applications and product features on pre-production environments prior to deployment.
- Analysed financial systems and processor gateways ensuring successful and operational payment channels.
- Implemented a chargeback process between financial and customer support teams, establishing legal compliance and efficient process flow.

EDUCATION & QUALIFICATIONS

Bachelors:

University of Portsmouth

Sept/2017 – July/2021

- **BSc Computing (With Industrial Placement) – 1st Class (77% Final Year Average)**
A focus on technological aspects such as Database Development, Networking, Software Engineering, Business Information Security, Systems Analysis, Information Systems Management, UX Design and more, seen through both practical projects and theoretical study, developing both technical and transferable skills.
University Projects:
- **Final Year Engineering Project** – Focusing real-time object detection via deep learning algorithms/models and neural networks (YOLO), a dashcam like system was developed to capture, process and upload images via optical character recognition & speech recognition, via a web application (MySQL, PHP, Python, and HTML & CSS), to explore and identify a seamless method for reporting driving offences, achieved via the use data collection techniques such as questionnaires and open-source data sets.

- **Software Engineering –**
 - Developed a software system aimed to provide a locally aimed pastry-based food delivery service “Bake Away”.
 - Collaborated with a small group throughout all stages of planning, requirements engineering, software design, building, and testing.
 - Organised task allocation and scheduling throughout each stage.
- **Database Principles –**
 - Designed and built a relational database against a set of requirements for a restaurant-based employee and menu system, used to manage stock and track/record employee work rota.
 - Manipulated data using SQL, taking into consideration encryption and security to generate monthly employee working figures and monthly performance data.
- **Business System Analysis –**
 - Applied systems analysis and design methodologies, tools, and techniques to analyse organisational scenarios, work, and Information Systems requirements.
 - Analysed a small business, analysing and making recommendations to support business and IS excellence, sustainability issues, information, and work systems security.

A-Levels & GCSEs:	Cardinal Newman Catholic School / Newman College	Sept/2010 – June/2017
<ul style="list-style-type: none"> • Applied ICT Double award – BC • Design & Technology: Resistant Materials – C • 10 GCSE grades A*- C including Maths, English & Science 		

PART-TIME & VOLUNTEERING EXPERIENCE

Espresso Café – Waiter / I.T Support	May/2014 – Current
<ul style="list-style-type: none"> • Monitored, updates and modified, where necessary online businesses profile, including website and ordering services – including analysis of customer order volume and stock management. • Communication with customers, external suppliers, and stakeholders regarding stock and inventory. • Managed order payments and end of day financial balancing. 	
Arabic Evangelical Church – I.T Technician / Youth Assistant	Sept/2016 – Sept/2017
<ul style="list-style-type: none"> • Solved common I.T related issues with audio & visual equipment, and computer systems. • Collaborated with church clients to maintain and update/improve online website creating an effective & accessible presentation of information. • Planned and organised appropriate youth and community programmes such as week-long summer conferences alongside external youth companies to provide activity-based sessions. 	
Cardinal Newman Catholic School - Teaching Assistant	Jan/2017 – Feb/2017
<ul style="list-style-type: none"> • Provided one-on-one and small group support to pupils throughout I.T lessons. • Assisted class teacher with delivery and engagement of classroom activities to support the curriculum. • Monitored student performance and assisting those who appear to require additional support. 	

ADDITIONAL INFORMATION

- English (Primary), Arabic (Secondary/Mothers Tongue)
- Full UK Driving Licence
- Hobbies & Interests: Basketball, Music, Finance/Crypto & Motorsport/Automotive
- **References available on request**