MARIO DRYAS

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PROFESSIONAL SUMMARY

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

CORE SKILLS

- MySQL / SQL
- Microsoft Office Suite
- HTML / CSS
- Basic Python, Java & PHP
- Time Management & Organisation
- Collaboration, Leadership & Effective Communication skills
- Query & Ticket Handling – approx. 2000+ tickets resolved
- Incident Handling & Response – Assisted in approx. 8+ major incidents and corresponding management
- Data Analysis & Reporting

PROFESSIONAL CAREER SUMMARY

ParkNow Group - Junior Operations Analyst (Industrial Placement)	**July 2019 – July 2020**

- Monitoring of platforms (RingGo Mobile App and Website) and acting on alerts to resolve system issues, keeping to KPI's, SLA's and other metrics.
- Processing tickets and communications from clients; Including investigation, triaging, prioritization, and remediation of identified issues/bugs or requests (e.g., Incorrect parking tariffs, permit & vehicle incompatibility, and more).
- Creating, updating, and following procedural documentation throughout the organisation.
- Working as a part of a bridge between the ServiceDesk, Operations and DevOps teams.
- Conducting change, technical investigation and "solutioneering" efforts across the group ensuring internal and external customer satisfaction & feedback.
- Supporting business and ticket processing via Microsoft SQL Server data analysis.
- Exposure into ITIL, including Change Control, Incident & Request handling, Problem Management and more.
- Testing applications and product features on pre-production environments prior to deployment.
- Analysing financial systems and processor gateways ensuring successful and operational payment channels.
- Implementing consumer chargeback process between financial and customer support teams ensuring legal compliance, and efficient process flow.

EDUCATION & QUALIFICATIONS

Bachelors:	**University of Portsmouth**	**2017 – 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 the technical and transferable skills.
- **Final Year Project / Dissertation** – Focusing real-time object detection via neural networks, a dashcam like system was developed to capture and upload captured images alongside optical character recognition & speech recognition to explore and identify a seamless method for reporting driving offences, achieved via the use data collection techniques such as questionnaires and open-source datasets.

A-Levels & GCSEs:	Cardinal Newman Catholic School / Newman College	2010 – 2017

- Applied ICT Double award – BC
- Design & Technology: Resistant Materials – C
- 10 GCSE grades A*- C including Maths, English & Science

EXTRACURRICULAR, PART-TIME & VOLUNTEER WORK

The House Restaurant - Kitchen Porter	June 2016 – September 2018

- Managing numerous tasks and working under pressure during busy times of service & workload where efficiency & effectiveness are key.
- Collaborated with colleagues to employ a seamless system when to ensure all preparation for upcoming days is complete on time especially during busy periods of the year.

Expresso Café – Waiter / I.T Support	May 2014 – August 2015/Current

- Using I.T skills to monitor, update and modify, where necessary businesses online profile, including website and food ordering services – including basic analysis of customer order volume and stock management.
- Communication with customers and adapting to variety on different types of people/behaviours.
- Managing order payments and end of day financial balancing; demonstrating the ability to handle everyday arithmetic and numeric data.
- Handling tasks such as taking orders and serving customers which involves multi-tasking and decision making.

Christian Arabic Evangelical Church – I.T Technician / Youth Assistant	September 2016 – September 2017

- Solving common I.T issues with computer systems displaying critical thinking, problem solving and troubleshooting capabilities.
- Collaborating with church clients to maintain and update/improve online website ensuring effective & accessible presentation of information.
- Planning and organising appropriate youth and community programmes such as week-long summer conferences alongside external youth companies to provide activity-based sessions.
- Involves communication with range of youth ages and being able to adapt to various needs.

Cardinal Newman Catholic School - Teaching Assistant	January 2017 – January 2017

- Guiding pupils with learning difficulties displaying skills in the ability to be adaptable in challenging environments.
- Operating one on one or with small peer groups showing the ability to work effectively as a team or independently.

ADDITIONAL INFORMATION

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