

# MARIO DRYAS



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## PROFESSIONAL SUMMARY

A solution-oriented and 1<sup>st</sup> 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

- 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 - Liaised in approx. 8+ major incidents and corresponding management	- Data Analysis & Reporting	

## PROFESSIONAL CAREER SUMMARY

### **ParkNow Group - Junior Operations Analyst (Industrial Placement)**

**07/2019 – 07/2020**

- 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**

**09/2017 – 07/2021**

- **BSc Computing (With Industrial Placement)** – 1<sup>st</sup> 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.
- **Final Year Project / Dissertation** – Focusing real-time object detection via deep learning algorithms/models and 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 data sets.

**A-Levels & GCSEs:****Cardinal Newman Catholic School  
/ Newman College****09/2010 – 06/2017**

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

**PART-TIME & VOLUNTEERING EXPERIENCE****The House Restaurant - Kitchen Porter****06/2016 – 09/2018**

- 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.

**Espresso Café – Waiter / I.T Support****05/2014 – 08/2015**

- 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****09/2016 – 09/2017**

- 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****01/2017 – 02/2017**

- 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**