

# Ryan Oliver Roberts

Wroclaw, Poland

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## ABOUT MYSELF

Electronics and Computer Science Engineer with expertise in Python, C++, and SQL. Experienced in web development and leadership roles, holding certifications in Networks and Cybersecurity. Actively leads university tech events, blending strong hardware and software skills to innovate and solve complex challenges. Committed to advancing technology through practical and theoretical applications.

## PROFESSIONAL EXPERIENCE

### Wix Website Developer

September 2020 - September 2021

### FrontierTech Security Consultants

Accomplishments:

- Spearheaded the development of a unified visual identity for client websites, enhancing font consistency, formatting, image usage, and overall layout to bolster brand coherence.**
- Stayed abreast of emerging technologies and trends, continuously integrating innovative web development standards to drive competitive advantage.**
- Engineered a user-centric website redesign that successfully boosted visitor traffic by 20%, demonstrating measurable improvements in user engagement and satisfaction.**

### Instructor

December 2021 - October 2022

### McDonald's

Accomplishments:

- Training New Employees:** Conducted comprehensive training sessions for new hires, covering all aspects of McDonald's operations, including food preparation, customer service, and safety protocols.
- Quality Assurance:** Ensured all staff adhered to McDonald's quality standards and operational procedures, maintaining consistency and high standards in food service.
- Performance Evaluation:** Monitored and evaluated the performance of team members, providing constructive feedback and additional training as needed to enhance efficiency and productivity.
- Customer Service Excellence:** Trained employees on best practices for customer service, emphasizing the importance of a positive attitude, prompt service, and resolving customer complaints effectively.
- Health and Safety Compliance:** Instructed staff on health and safety regulations, ensuring a clean and safe working environment, and conducted regular audits to ensure compliance.

### Design Engineer

September 2023 - July 2025

### FrontierTech Security Consultants

Accomplishments:

- Conceptual Visionary:** Collaborated with draftsmen to craft innovative concept designs, laying the groundwork for cutting-edge projects.
- Proposal Strategist:** Developed compelling proposals in response to Requests for Proposals (RFPs), showcasing expertise in aligning technical solutions with client needs.
- Risk Mitigation Specialist:** Authored comprehensive Security Risk Assessment reports, ensuring proactive identification and mitigation of potential threats.
- Technical Specifications Expert:** Provided detailed specifications for IT, AV, Security, and Acoustics systems, ensuring seamless integration and optimal performance across diverse technological platforms.

## Accomplishments:

- Managed and resolved over 200 support requests per semester from students and volunteers, ensuring the smooth operation of key initiatives.
  - Developed and maintained comprehensive documentation for various support processes, resulting in a 25% reduction in recurring queries.
  - Served as the primary point of contact for all support-related matters, improving issue resolution time by 40%.
  - Coordinated with 5+ departments to address complex issues and streamline support workflows.

## EDUCATION

**Politechnika Wrocławska**  
Bachelors in Electronics and Comp

**October 2021 - March 2025**  
**Grade : 4.0**

- Cultivating a robust foundation in both hardware and software engineering, focusing on practical applications such as soldering and programming microcontrollers.
  - Engaging deeply with advanced programming languages and their applications in mathematical and engineering contexts, enhancing problem-solving and technical troubleshooting capabilities.
  - Developing a profound understanding of network architecture and TCP/IP models, preparing for future innovations in technology integration.

## **Our Own High School Al Warqa'a**

March 2020 - May 2021

Higher Secondary Education in Physics, Chemistry, Math and Computer Science

- Graduated High School with Physics, Chemistry, Math and Computer Science as the major.
  - learnt key values on basics of programming.
  - learnt how to integrate SQL and Python

## KEY COMPETENCIES

- Python
  - C++
  - SQL
  - AI
  - Computer Networks
  - Microsoft Office
  - Git
  - Machine Learning
  - Team leadership
  - Communication
  - Customer Service
  - Troubleshooting

## **EXTRA CURRICULARS**

Project Manager  
ESN Politechnika Wrocławskiego

June 2023 - June 2024

**Directed a team of peers using Kanban boards and Scrum methodologies to orchestrate university events, ensuring seamless execution and optimal participant engagement.**

- Leveraged project management skills to align team efforts with strategic objectives, enhancing the effectiveness of event planning and execution.
  - Facilitated a dynamic and responsive event management environment, fostering a culture of accountability and continuous improvement among team members.

**Audit Commission Member**  
**ESN Politechnika Wrocławskiego**

**June 2023 - June 2024**

- **Performance Audits:** Conducted audits on HR and project management teams to assess effectiveness and compliance with ESN policies.
  - **Strategic Advisory:** Advised on best practices for team management, conflict resolution, and leadership development within ESN.
  - **Risk Assessment:** Identified potential risks in HR and project workflows, recommending solutions for improved efficiency.
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## CERTIFICATIONS

<b>CCNA Introduction to Networks</b>	<b>Feb 2024</b>
<b>Introduction to Cybersecurity</b>	<b>Feb 2024</b>
<b>Docker Essentials</b>	<b>Feb 2024</b>
<b>AWS: Cloud Essentials</b>	<b>May 2025</b>
<b>R in Data Science</b>	<b>July 2025</b>
<b>Agile Practices to manage your work</b>	<b>July 2025</b>

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