

# Ryan Oliver Roberts

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Electronics and Computer Science Engineer with expertise in Python, C++, and SQL. Experienced in web development and leadership, holding certifications in Networks and Cybersecurity. Committed to advancing technology through practical hardware and software applications.

## PROFESSIONAL EXPERIENCE

<b>Support Specialist</b> <i>Sept 2025 – Present</i>	ESN Poland
<ul style="list-style-type: none"><li>Managed and resolved over 200 support requests per semester, improving issue resolution time by 40%.</li><li>Developed comprehensive documentation for support processes, resulting in a 25% reduction in recurring queries.</li><li>Coordinated with 5+ departments to address complex issues and streamline support workflows.</li></ul>	
<b>Design Engineer</b> <i>Sept 2023 – July 2025</i>	FrontierTech Security Consultants

**Technical Specifications:** Provided detailed specs for IT, AV, Security, and Acoustics systems, ensuring seamless integration across platforms.

**Risk Mitigation:** Authored Security Risk Assessment reports to proactively identify and mitigate potential threats.

**Proposal Strategy:** Developed compelling proposals for RFPs and collaborated with draftsmen to craft innovative concept designs.

**Wix Website Developer**  
*Sept 2020 – Sept 2021*

**FrontierTech Security Consultants**

- Engineered a user-centric website redesign that boosted visitor traffic by 20%.
- Spearheaded the development of a unified visual identity, enhancing consistency in layout and formatting to bolster brand coherence.
- Integrated emerging web development standards to drive competitive advantage.

## EDUCATION

<b>Politechnika Wrocławskiego</b> <i>Bachelor in Electronics and Computer Science Engineering</i>	Oct 2021 – Mar 2025
	Grade: 4.0

## LEADERSHIP & VOLUNTEERING

<b>Project Manager &amp; Audit Commission Member</b> <i>June 2023 – June 2024</i>	ESN Politechnika Wrocławskiego
<ul style="list-style-type: none"><li>Directed a team using Kanban and Scrum methodologies to orchestrate university events, ensuring seamless execution.</li><li>Conducted performance audits on HR and project management teams to ensure compliance with policies.</li><li>Advised on best practices for team management, conflict resolution, and leadership development.</li><li>Identified potential risks in workflows and recommended solutions for improved efficiency.</li></ul>	

## SKILLS & CERTIFICATIONS

- Languages & Databases:** Python, C++, SQL, R.
- Technical Domains:** Computer Networks, Cybersecurity, AI, Machine Learning.
- Tools & Platforms:** Git, Docker, AWS, Microsoft Office, Wix.
- Certifications:**
  - AWS: Cloud Essentials (May 2025)
  - R in Data Science (July 2025)
  - Agile Practices to manage your work (July 2025)
  - CCNA Introduction to Networks (Feb 2024)
  - Introduction to Cybersecurity (Feb 2024)
  - Docker Essentials (Feb 2024)