

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

Support Specialist

ESN Poland

Sept 2025 – Present

- Managed and resolved over 200 support requests per semester, improving issue resolution time by 40%.
- Developed comprehensive documentation for support processes, resulting in a 25% reduction in recurring queries.
- Coordinated with 5+ departments to address complex issues and streamline support workflows.

Design Engineer

Frontiertech Security Consultants

Sept 2023 – July 2025

- 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

Frontiertech Security Consultants

Sept 2020 – Sept 2021

- 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

Politechnika Wroclawska

Oct 2021 – Mar 2025

Bachelor in Electronics and Computer Science Engineering

Grade: 4.0

LEADERSHIP & VOLUNTEERING

Project Manager & Audit Commission Member

ESN Politechnika Wroclawska

June 2023 – June 2024

- Directed a team using Kanban and Scrum methodologies to orchestrate university events, ensuring seamless execution.
- Conducted performance audits on HR and project management teams to ensure compliance with policies.
- Advised on best practices for team management, conflict resolution, and leadership development.
- Identified potential risks in workflows and recommended solutions for improved efficiency.

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)