

# Ryan Polasky

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## Education

**The University of Texas at Dallas**, Richardson, TX

**Expected Graduation:** May 2026

- **Bachelor of Science in Computer Science**

- Relevant Coursework: Computer Science I & II, Computer & Network Security, Database Management Systems, Artificial Intelligence
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## Experience

**At-Home Advisor**, Apple, Remote

May 2023-Present

- Demonstrating the ability to independently research solutions, leading to a 6.87% escalation rate
- Efficiently multitasking the documenting of case notes while troubleshooting with customers, leading to a 0.27 minute ACW (After Call Work) time
- Consistently 15% above department average in customer satisfaction ratings

**Camera API Test Automation Intern**, Apple, Cupertino, CA

May 2025-Aug. 2025

- Built end-to-end test failure analysis pipeline for 1000+ camera tests with automated XML parsing, LLM root cause analysis, and intelligent grouping to reduce manual triage time
- Integrated Gemini for bug deduplication achieving 75% accuracy in identifying duplicates and speeding up triaging by 4,800%
- Developed multi-threaded bug reporting system with retry logic, database regression analysis, and automated attachments for 50+ engineers

**WTE Tools Engineer**, Apple, Santa Clara, CA

June 2024-Nov. 2024

- Developed a large language model (LLM)-powered chat platform and Python package for automated generation of SQL and NoSQL queries from natural language inputs
  - Designed and integrated web service workflows in AWS/GCP, optimizing performance and scalability, and implementing CI/CD pipelines for streamlined deployments
  - Utilized the MVVM architectural pattern to enhance the performance of an iOS log analysis application, enabling real-time display of thousands of events with minimal latency
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## Projects

**MeteorMate** | [Frontend Repo](#) | [Backend Repo](#)

May 2025-Present

- Lead for an AI-driven roommate matching platform for UTD students, overseeing product roadmap, task breakdown, and cross-team coordination to ensure delivery
  - Defined, documented, and shaped end-to-end architecture (Next.js/React frontend + Python/FastAPI backend with Postgres + Firebase), establishing clear technical standards for the team
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## Skills

**Languages & Frameworks:** Python, Flask, FastAPI, Swift, C++, R, HTML/CSS/JS, SQL, PostgreSQL

**AI/ML:** LLM Integration, RAG, Function Calling, Model Fine-tuning, Model Context Protocol (MCP)

**Cloud & DevOps:** GCP, AWS, CI/CD (Docker, JFrog Artifactory, Spinnaker, Kubernetes, Jenkins)

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## Awards & Affiliations

**AppleCare Excellence Award (x2)**

July 2024, 2025

- Awarded to the top performing advisors within AppleCare for continued achievement of top metrics

**Development Lead**, Association for Computing Machinery, UT Dallas

May-Present

**Education Mentor**, Association for Computing Machinery, UT Dallas

Sept.-Present