

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

- **Masters of Science in Computer Science**

Aug. 2026-May 2028

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

Code - AI-Enhanced Observability | [GitHub](#)

Aug. 2025-Present

- Architecting a full-stack AI log assistant, leveraging Python/FastAPI and React/TypeScript within a containerized Docker environment
 - Engineering a real-time data pipeline with WebSockets for AI streaming, Redis for caching, and a polyglot persistence layer using PostgreSQL (SQLModel) and OpenSearch
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Skills

Languages & Frameworks: Python, Flask, FastAPI, Swift, SwiftUI, Java, C++, R, HTML5, & CSS

Database Systems: SQL (PostgreSQL, MySQL, SQLite) & NoSQL (Redis, Elasticsearch)

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

Awards & Affiliations

AppleCare Excellence Award (x2)

July 2024, 2025

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