

# Patryk Sienniak

## Software Engineer

Sunbury-on-Thames, U.K. · patsenn2000@gmail.com ·  
www.patryksienniak.com

### Work Experience

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#### Support Engineer

Sept 2022 — Mar 2023

#### Content Guru

Bracknell, U.K.

- Provided exceptional first-line support to customers, effectively troubleshooting and often resolving queries within 20 minutes, resulting in great customer experience
- Worked within a team environment, actively participating in daily standups to discuss ongoing tasks and providing insights from previous resolutions
- Participated in cross-department rotations, acquiring valuable experience in diverse areas including infrastructure and production deployment, during which I deployed a SQL Server database upgrade resulting in internal reports being delivered 10x faster
- Collaborated frequently with the application engineering department, performing detailed discussions and analysis to identify the root causes of customer-reported issues and implement resolutions
- Constructed efficient SQL queries, to search and combine information from multiple databases, streamlining issue resolution.

### Projects

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#### Bookmark

Jun 2023 — Aug 2023

TypeScript, React, MongoDB, Tailwind CSS

- Built a full stack GoodReads clone, tracking personal progress on books, providing a platform for multiple users to store their books and reviews
- Implemented the Google Books API to retrieve book information and storing user information with MongoDB
- Combined desktop and mobile designs to make it responsive without explicitly switching between mobile and desktop mode
- Incorporated user authentication using Next-Auth to ensure secure access either using personal credentials or with a Google or Github account.

#### QR Code Generator & Encryptor

Dec 2022 — Feb 2023

Python

- Developed a QR Code Generator & Encryptor tool to automate a frequent manual process of converting RSA tokens into QR codes, generating secure random passwords and encrypting files for customer and internal distribution
- Significantly reduced the processing time of completing it manually by 90%, by creating an interactive script, improving the overall efficiency
- Implemented the tool across the department, distributing to colleagues, enabling them to perform the task more efficiently

### Education

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MMath, Master of Mathematics with Study Year Abroad [2:1]  
2018 — 2022

University of Bath  
Bath, England

MMath, Master of Mathematics with Study Year Abroad  
2020 — 2021

University of Helsinki  
Helsinki, Finland

### Skills

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- **Programming:** JavaScript/TypeScript, Python, R, HTML & CSS
- **Frameworks and Libraries:** React, Next.js, Node.js
- **Databases:** SQL Server, PostgreSQL, MongoDB