

Patryk Sienniak

Software Engineer

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Work Experience

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

Bookmarkt

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.

Findify

Aug 2023

Typescript, React, Redux, Tailwind CSS

- Built a fully responsive, Spotify client-themed web application, used to display user's top tracks, artists and genres from the Spotify Web API
- Generate personalised track recommendations based on the user's listening history and their personalised parameters such as tempo and popularity, and create a new playlist for the user's Spotify account.

QR Code Generator & Encryptor

Dec 2022 — Feb 2023

Python

- As a Support Engineer, I 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 customers
- Significantly reduced the processing time of completing it manually by 90%, by creating an interactive script, improving the overall efficiency

Education

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

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