

RICARDO GARCIA CERRADA

FULL STACK DEVELOPER | IT ENGINEER | NETWORK TECHNICIAN | DESKTOP SUPPORT TECHNICIAN

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PROFILE SUMMARY

Versatile and driven professional with a unique background spanning creative media, customer experience, financial services, and technology. Experienced in audio production, technical support, business analysis, and data-driven solutions. Currently focused on web development and data science, with certifications in AWS, Azure, and a PDA in Data Science with AI. Founder of Celt Tech, supporting digital transformation for SMEs in Scotland. Combines creativity, analytical thinking, and technical expertise to deliver user-focused, innovative solutions.

PROFICIENCIES

Operating System Installation & Configuration	System Maintenance & Security	Microsoft Office	Python	LLM Model building
System Backup and Recovery	Analytical & Critical Thinking	Customer Service	Pandas	TensorFlow
Networking Technology	Operational Procedures	Problem-Solving	NumPy	Scikit-learn
Hardware & Software	Impeccable Work Ethic	Communication	NodeJS	Laravel
Time Management	End User Support	JavaScript	Nuxt JS	Apache
Cloud Computing	Strategic Planning	Matplotlib	HTML	PyTest
Troubleshooting	Mobile Devices	Seaborn	CSS	Figma
	Data Analysis	FMOD	AWS	Linux

EDUCATION & TRAINING

Web & Software Development Programme ITonlinelearning Ltd.	2025
PDA in Data Science with AI (SCQF Level 8) Clyde College	2025
MDes in Sound for the Moving Image The Glasgow School of Art	2018

CERTIFICATIONS

Introduction to Computer Science Harvard OpenCourseWare	2025	Microsoft Azure Fundamentals ITonlinelearning	2025
AWS Cloud Practitioner Amazon	2025		

TECHNICAL EXPERIENCE

AWS Website Deployment and Domain Management AWS Certification Preparation Project 2024–2025

- Built and deployed a business website using AWS Amplify while preparing for the AWS certification exam.
- Gained hands-on experience in AWS account and organization setup, IAM & Identity Center, billing configuration, resource management, and credentials administration.
- Used Route 53 to connect a Google-purchased domain (celttech.net) to AWS-hosted services, learning DNS, record types, and domain validation for web and email hosting.
- Configured DNS records to redirect all traffic—regardless of input format (e.g. http://, https://, or non-www)—to the secure version: <https://www.celttech.net>.
- Learned to provision and manage SSL certificates, enabling encrypted HTTPS access to the website.
- Successfully launched and maintained a secure, production-level website for business use: www.celttech.net

WORK EXPERIENCE

Business Analyst Barclays Bank	June 2022 – May 2024
- Managed and enhanced relationships with a portfolio of over one million Small and Medium Enterprise (SME) clients, acting as a strategic advisor and primary point of contact. - Delivered measurable value to over 13,500 businesses by conducting detailed data analysis of company structures, financial behaviour, and banking histories.	

Thank you for your consideration.

- Initiated and led strategic discussions with senior stakeholders and business owners, providing bespoke banking solutions that improved operational efficiency, streamlined financial processes, and supported long-term growth.
- Consistently outperformed Key Performance Indicators (KPIs) and was formally recognised for delivering exceptional customer outcomes, evidenced by consistently high Net Promoter Scores (NPS).
- Applied Lean methodologies to evaluate and improve internal processes, team culture, and structural workflows within the department, resulting in increased collaboration and more efficient cross-functional operations.
- Used Agile Project Management tools and techniques to support iterative delivery, prioritisation, and continuous improvement across business initiatives and personal development plans.
- Championed corporate social responsibility by designing and facilitating workshops for local charities and social enterprises, focused on problem-solving, strategic planning, and sustainable growth.
- Enabled community organisations to overcome key challenges and redefine their goals, leading to lasting, meaningful impact in the third sector.

Customer Success Specialist | Tesco Bank

December 2018 – June 2022

- Acted as the first point of contact for customers across a broad portfolio of banking products, including personal loans, credit cards, and current accounts.
- Handled a wide range of customer service tasks such as processing payments, managing fund transfers, opening and closing accounts, and resolving queries via telephone.
- Developed strong communication and interpersonal skills through daily customer and stakeholder interactions, with a consistent focus on empathy, accuracy, and service excellence.
- Gained in-depth knowledge of banking regulations, compliance protocols, and financial conduct standards through hands-on experience and ongoing professional development.
- Undertook a three-month secondment as a Customer Relations Officer, where I investigated and resolved complaints in strict adherence to Financial Conduct Authority (FCA) regulations and internal Quality Assurance (QA) frameworks.
- Earned Subject Matter Expert (SME) status, becoming a go-to resource for peer support and process guidance across multiple teams.
- Contributed to onboarding and upskilling initiatives by supporting the training of new staff members, improving knowledge transfer and operational readiness.
- Collaborated with development and operations teams to enhance internal processes, leveraging systems architecture knowledge and project management skills to support business automation efforts.

PRIOR EXPERIENCES AVAILABLE UPON REQUEST

FREELANCE WORK EXPERIENCE

Freelance Sound & Lighting Engineer | Dub Mixer

October 2016 – 2019

- Engineered hybrid audio networks combining digital and analogue equipment for live performances and recordings.
- Operated digital mixing desks (Yamaha LS9-16, Soundcraft Vi, Allen & Heath iLive) using protocols like Dante and MAD1 for audiences up to 1,500.
- Used QLab for multitrack playback, video cueing, and OSC device control in shows such as “Spirit of Scotland.”
- Worked extensively with the Figure 53 suite and other show control software to deliver seamless productions.
- Specialised in dub mixing, dedicating significant time to developing advanced techniques.
- Provided live audio support at major events including Glasgow Southside Fringe, Edinburgh Fringe, and Merchant City Festival.
- Known for adaptability, quick problem-solving, and consistent delivery of high-quality sound in diverse environments.

VOLUNTEERING EXPERIENCE

The Python Developers Community Group Glasgow and Python Scotland

January 2025 – Present

- Founded and currently lead Python Glasgow, organising monthly meetups and hands-on workshops covering a range of Python-related topics, including data analysis, web development, embedded systems, robotics, and IoT.
- Played a key role in establishing and shaping the mission and vision of both Python Glasgow and Python Scotland, with a focus on accessibility, inclusivity, and community-driven learning.
- Contributed to the launch and strategic development of Python Scotland, an initiative aimed at raising funds to support and strengthen local Python user groups across Scotland.
- Serve as the primary organiser and facilitator, building community engagement, curating technical content, and fostering collaboration among Python enthusiasts, professionals, and newcomers.
- Maintained and supported the development of the official websites:
 - <https://pythonglasgow.org/>
 - [python. Scot](https://python.scot)

Thank you for your
consideration.