

VIKTOR ROTH

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EXPERIENCE

May 2021 - May 2024

DATA ENGINEER, Cisco

- Architected and operated AWS-based batch pipelines (Airflow, dbt, Athena/Glue) which move high-volume data from internal and external third-party systems (via API).
- Co-implemented a user-data API that cut dashboard wait-times to single-digit seconds and, for the first time, let customers export data programmatically.
- Built an in-house data-annotation bot that surfaced 1,200 ambiguous event questions and crowdsourced team-mate labels, creating a consensus-labeled dataset that fine-tuned the model and boosted accuracy.
- Developed an auto-pairing scheduler that noticeably improved remote-team engagement during the COVID pandemic, scoring 9.6/10 satisfaction among team-mates.
- Released 10+ Slack-automation tools and bots used by 200+ team members, cumulatively saving hours of manual workload and reporting overhead weekly.

August 2019 - April 2021

ANALYTICS ENGINEER / DATA ANALYST, Slido

- Partnered with Support & Success leadership to redefine KPIs (CSAT, first-response, resolution), resulting in ~20% faster ticket turnaround and higher customer satisfaction.
- Consolidated data from 5+ external sources (customer service platforms, CRMs) into a central data warehouse via ELT + dbt, giving stakeholders a trusted single source of truth and eliminating hours of duplicate reporting each week.
- Authored a suite of interactive dashboards used by dozens of success-team stakeholders to track ticket volume, agent workload, and sentiment trends, informing weekly staffing plans and quarterly strategy reviews.
- Conducted numerous ad-hoc and deep-dive analyses into ticket drivers and customer pain points surfacing the top issues that guided process improvements and product decisions.

January 2019 - July 2019

TECHNICAL CONSULTING ENGINEER, Slido

- Acted as sole technical support lead for the APAC region, supporting hundreds of live corporate events while managing to maintain a high CSAT.
- Onboarded and trained enterprise clients, boosting regional product adoption and reducing follow-up tickets.
- Wrote troubleshooting play books and created automations that cut average ticket-resolution for technical problems by half.

EDUCATION

December 2024

BACHELOR OF COMPUTER SCIENCE (2024), The University of Queensland

June 2019

DIPLOMA OF WEBSITE DEVELOPMENT, TAFE NSW

TECHNICAL SKILLS

- Programming: Python, SQL, TypeScript, JavaScript
- Data: PostgreSQL, ETL/ELT design, Apache Airflow, dbt, Presto/Trino, Data Modelling, Data Warehousing, Pandas/Polars, Apache Superset, Apache Iceberg
- Cloud & Infra: AWS (Athena, Glue, S3, Lambda, EC2), Docker, Linux, CI/CD (Github Actions), Git
- APIs & Integration: RESTful API design, FastAPI, table formats (CSV, JSON, Parquet)