DOUGLAS HAGAN

doug.hagan824@gmail.com
📞 (425) 442-4946

PROFESSIONAL PROFILE

Adaptable and collaborative game development enthusiast with a strong foundation in design principles and technical skills. Experienced in conceptualizing, designing, and refining interactive experiences. Proven ability to deliver creative and engaging solutions in fast-paced environments. Skilled in game mechanics, storytelling, problem-solving, and effective communication. Committed to continuous learning and fostering teamwork to achieve project goals.

EDUCATION

Video Game Design and Development *(Active)*
Tacoma Community College

UX Design Certificate
Coursera | Google

Software Engineering Certificate
Springboard

Business Analysis Certificate
South Puget Sound Community College

Culinary Arts Certificate
Le Cordon Bleu College of Culinary Arts

SKILLS

Programming Languages: C#, Java, JavaScript, Typescript, Python, SQL, HTML, CSS, Markdown

Databases: MySQL, PostgreSQL, SQLite

Development and Deployment: Construct 3, Unity, Git, GitHub, Postman, Heroku

Dual Language Proficiency: English, Spanish

RELEVANT EXPERIENCE

COVE Restaurant   Dec 2023 - Present
Restaurant Supervisor/Server/Bartender
- ▪ Maintained high standards of customer service during high-volume, fast paced operations..
- ▪ Built a network of loyal clientele through friendly interactions and consistent appreciations.
- ▪ Resolved complaints promptly and professionally, and addressed all questions and feedback, ensuring a satisfactory and informative experience for all participants.
- ▪ Prepared specialty cocktails following specific methods that required quick prep and turnaround time.

Dungeon Scribe AI   Oct 2023 - Present
Software Engineer
- ▪ Solicit and document functional and non-functional technical requirements from business subject matter experts throughout the software development lifecycle.
- ▪ Research and build functions to pull data from the appropriate Application Programming Interface (API) and import data into newly built databases using MySQL software.
- ▪ Complete code review for scalable and concise code with lead software engineer and participate in demos with product team, ensuring final code build met desired business requirements and acceptance criteria.
- ▪ Perform rigorous quality assurance of business requirements through independent testing before product launch including verification of proper data storage, resolving identified bugs timely to ensure seamless system functionality.
- ▪ Experience with Kanban methodology to prioritize and organize work in progress tickets, utilized Trello software for ticket management.

UX Designer
- ▪ Collaborate with product, development team and project manager to design and implement complex AI powered application tailored for various RPG experiences.
- ▪ Ideate, create story boards and process maps to capture technical and functional requirements to provide optimal user experience.
- ▪ Identify Key Performance Indicators (KPIs) for usability research study and analyze user feedback to improve user experience.

- ▪ Utilize experience with Figma and Mural to create various user personas and develop research questions for usability study.
- ▪ Design initial wireframes for website application, including hierarchical structure for website pages and corresponding user actions.

PHB Hoolihans   Jul 2021 - Nov 2024
Java Software Developer
- ▪ Work with business users and technical team to document business requirements, incorporate new functionality based on product feedback.
- ▪ Successful implementation of python scripting and Java to create JSON files and modify existing code.
- ▪ Resolve complex business issues through optimization of code creation and code review to simplify repetitive system processes.
- ▪ Perform quality assurance through user acceptance criteria testing.
- ▪ Provide timely and well understood communication regarding ongoing end user support post product implementation.

Mox Boarding House Restaurant   Oct 2014 - Sep 2023
General Manager
- ▪ Leverage people management and facilitation skills to manage team expectations and goals including training on Excel and SharePoint use for efficient data management and collaboration.
- ▪ Effectively train, coach and mentor 27 team members based on individual and situational need through effective and empathetic leadership.
- ▪ Develop advanced skill set in point of sale system, backend operations and system updates without a loss of productivity or system proficiency.
- ▪ Perform comprehensive data analysis through regular reports used to identify and resolve inventory and invoicing errors, through analytical skills and attention to detail and negotiate with vendors and suppliers.
- ▪ Document current business processes and implement LEAN principles to improve business operations, increasing productivity from $22,000 weekly revenue to $65,000. Maintained sustainable improvements, new processes and growth year over year.