

Kieran Hayes

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Experience

Software Engineer

March 2017 - December 2018

- Ensured GDPR compliance of customer support applications.
- Led migration of applications to .NET Core & Docker.
- On-call engineer ensuring 99.99% availability of applications.
- Developed CI/CD tooling for MySQL databases.

Blizzard Entertainment
Blackpool, Co. Cork, Ireland

Associate Software Engineer

September 2015 - March 2017

- Responsible for performance of customer support applications built with ASP.NET, WCF, WPF, AngularJS, MySQL, RabbitMQ & Couchbase.
- On-call engineer ensuring 99.99% availability of applications.
- Refactored and migrated critical legacy systems.

Blizzard Entertainment
Blackpool, Co. Cork, Ireland

Tools Developer

November 2012 - September 2015

- Created real time dashboards with SignalR and AngularJS.
- Built ASP.NET, Lua tools for generating interactive in-game training modules.
- Developed a CMS for news updates using WPF, WCF and SQL Server.
- Engineered a chat bot to assist new players in-game.

Blizzard Entertainment
Blackpool, Co. Cork, Ireland

Customer Support Representative

December 2007 - November 2012

- Provided technical support for players.
- Training, onboarding and mentoring of new hires.
- Developed ad-hoc tools using Lua to address workflow inefficiencies.

Blizzard Entertainment
Blackpool, Co. Cork, Ireland

Education

Higher National Diploma Multimedia

2001 - 2003

- Graduated with distinctions.
- Awarded "Student of the Year" upon graduation.
- Responsible for multimedia elements of the annual fashion show.

Bray Senior College
Bray, Co. Wicklow, Ireland

Skills

C#

Docker

CSS

SQL

ASP.NET Core

HTML

Lua

WCF

JavaScript

Honors

Global Hackathon Finalist, 2018

Best Training Programme, 2014

Recognize Award, 2013

Student of the Year, 2003

Blizzard Entertainment

CCMA Ireland

Blizzard Entertainment

Bray Senior College

References available upon request.