Kieran Hayes

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khayes.ie/resume/

Experience

Software Engineer
March 2017 - December 2018
- Ensured GDPR compliance of customer support applications.
- Led migration of applications to .NET Core & Docker.
- 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 - December 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	Blizzard Entertainment
Best Training Programme, 2014	CCMA Ireland
Recognize Award, 2013	Blizzard Entertainment
Student of the Year, 2003	Bray Senior College

References available upon request.