

# KIERAN J KELLY

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## **Summary:**

Experienced worker who can apply his analytical abilities, work ethic, and communication skills from work experience. Aiming and eager to break into a Software Engineering/Development position to advance in my career and personal goals.

## **Skills:**

**Languages and Frameworks:** C, C++, Java, Javascript, Node, Python, React

**Toolsets/OS:** MacOS, Windows, Git/GitHub, JIRA, Visual Studio

## **Experience:**

### **First Hawaiian Bank** HONOLULU, HI

*-Business Analyst (03/2020-Present)*

- Generates project status reports in excel for management, write test-scripts and complete end-to-end testing, analyze business and technical requirements, works with developers to develop working updates in CI/CD pipeline.
- Leads project update meetings with other departments for updates and building requirements.
- Serves as a helpdesk in maintaining and handling user issues in applications, serves as liaison in addressing hardware/software issues with tech support and internal/external developers.
- Participates and provides updates in daily SCRUM meetings.

*-Customer Service Representative & Digital Ambassador (10/2017-03/2020)*

*-Teller (04/2016-09/2017)*

- Completes a variety of customer transactions such as: loan processing/signings, new account opening, cash/check transactions and other operational duties, all within compliance of federal regulations.
- Analyze and grow consumer and business banking portfolio. Communicates issues with departments and other colleagues at all levels.
- As a Digital Ambassador, I provide technology training to team members in online and mobile app banking, various other technologic tools and completing customer inquiries from online services in a timely manner.
- Provides feedback to management on customer's experience using digital banking.

**In4mation** AIEA, HI

*-Assistant Store Manager (06/2013-03/2016)*

- Leads supervision of store operations
- Ensures customers receive a great personalized experience by developing a relationship and seeking fulfillment to their needs.
- Reports directly to upper management and business owners.

**Activities:**

**Hawaii Foodbank** HONOLULU, HI

*-Volunteer (2016 – Present)*

- Volunteers support in annual food drive
- Aids in the collection of monetary donations

**Junior Achievement** HONOLULU, HI

*-Volunteer (2018 – 2020)*

- Volunteers support in annual food drive
- Aids in the collection of monetary donations