

# KIERAN J N KELLY Honolulu, HI

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## **Professional Experience:**

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### **Bank of Hawaii** HONOLULU, HI (08/2021 - PRESENT)

#### *- Associate Robotic Process Automation Developer*

- Develop and design bots to automate human interaction of tasks of a wide range of complexity from start to finish using Power Platforms suite, Oracle databases and Python/Javascript scripts.
  - In the first year of developing and implementing bots, ROI saves over 1000 full time employee hours a month.
  - Configures and maintains Azure DevOps source control and servers using Windows Server and maintains company Group Policy for the Bot security group.
  - Serves as main contact in maintaining and handling bot/server issues in a 7 day/24hr production environment.
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### **First Hawaiian Bank** HONOLULU, HI (04/2016 - 08/2021)

#### *-Business Analyst (03/2020-08/2021)*

- Analyze and create business and technical requirements, and work with developers to develop working updates.
- Write user based test-scripts and complete end-to-end user testing, and manage test cases using JIRA.
- Organized and participated in full user acceptance testing of over 2000 test cases for an enterprise-wide application.
- 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.

#### *-Customer Service Representative/Teller & Digital Ambassador (04/2016-03/2020)*

- 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.
- As a Digital Ambassador, provides technology training to team members in online and mobile app banking.

## **Skill Set:**

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### **Languages, Frameworks, Tools:**

- C++, Java, Javascript, Node, Python, React, Power Automate, Power Platform, Windows Server, SQL, JIRA, Azure, ITIL Certified

## **Education:**

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### **Leeward Community College, Pearl City, HI 2017 - 2020**

- A.A., Associate in Liberal Arts focusing in Computer Science
- ASC, Certificate in Information & Computer Science, Software Development