

# Killian Jochen McShane

## Computer Science Student

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Third-year student of computer science at The University of Liverpool, specialising in artificial intelligence and data science. Proficient in R, Python, Java, SQL, and functional Haskell programming languages with experience using software development and data analysis tools such as Apache Ant and Tableau. I am highly IT and Mathematically literate, with a strong background in customer-facing roles.

## Education

### BSc (Hons) Computer Science

The University of Liverpool

09/2018 - Present

First Class (Expected)

## Career

### Customer Service Representative

The Royal Bank of Scotland

10/2017 - 03/2018

Belfast

- High-pressure environment with heavy call queues, and complex verbiage.
- Teamwork, exceeding KPI expectations and preventing escalations was necessary to succeed.
- Asking pertinent questions and empathetically delivering help was key to resolving issues quickly.

### Customer Service Representative

Teleperformance UK

10/2016 - 04/2017

Newry

- Handled and managed customer complaints.
- Discussing payment options, credit management and answering general enquiries.
- Building rapport with customers.

### Data Analysis Spring Internship

FM Environmental

04/2015

Newry

- First-hand experience of the duties of an engineer.
- Analysed and processed friction and fluid calculations.
- Graphed insights from data analysis using Excel to relay information to engineers.

## Languages

- **English**  
Native or Bilingual Proficiency
- **German**  
Professional Working Proficiency

## References

- **Mrs Kay Arrowsmith**  
Associate Lecturer (UoL)  
0151 794 2000
- **Mr Jed Goldsag**  
Line Manager (RBS)  
0345 724 2424

## Skills

Python R Java Haskell SQL

Machine Learning Artificial Intelligence

Algorithmic Financial Trading Agile

Software Development Unit Testing

Data Analysis Tableau Power BI

Statistics & Probability Theory AWS

## Achievements

### Founder & President of The Data Science and Artificial Intelligence Society at The University of Liverpool

*I manage the society's conduct and the organisation of the group as a whole. My leadership involves chairing meetings, attracting funding, and managing relationships with stakeholders.*

### BT Young Scientist Boot Camp (2015)

*Selected for and won the competition. Lead a team of 5 individuals through the development lifecycle of a new product.*

## Interests

Boxing Running Mathematics  
Deep Learning Big Data Crypto & Blockchain

## Projects

- **Exploratory Data Analysis on Branch Sales (Tableau)**  
*A presentation of insights from my analysis of raw CSV sales data.*
- **Bank Statement Classification & Data Analysis (Python)**  
*A Deep Neural (NLP) Network I trained on 12500 transactions. Includes an in-depth presentation of insights and predictions.*
- **Automated Build Deployment & Testing (Apache Ant)**  
*Build deployment using Apache Ant, Java, an XML build file, and JUnit.*
- **Short-term Stock Price Prediction Web-app (Python, JS)**  
*Prediction using an LSTM Neural Network & Twitter Sentiment Analysis.*

...and many more on my GitHub profile.