

ZOE CALLAGHAN

Software Engineer

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Software Engineer specialising in front end development with 2 years of professional experience building high traffic, customer facing web platforms. Expertise in React, JavaScript and TypeScript, data driven experimentation and agile delivery. Passionate about building accessible, high performance user experiences and championing diversity in tech.

WORK EXPERIENCE

FLUTTER UK & IRELAND

Software Engineer (Nov 2024 – Present)

Associate Software Engineer (Jul 2023 – Nov 2024)

- Engineer and maintain a large front-end monorepo that powers Sky Betting & Gaming, Paddy Power and Betfair, serving millions of daily users. Primary stack: JavaScript, React, Preact, Redux, TypeScript, Next.js, Node.js, CSS Modules, Jest.
- Deliver data-driven A/B experiments; successful variants become permanent features and lift customer engagement by at least 18.3 %, boosting retention across all brands.
- Migrate existing components and implement new UI features via Prismic CMS, enabling content teams to update customer-facing content in minutes rather than weeks and increasing engagement.
- Volunteer as a manual tester for the multi-billion-pound Sky Bet migration to Flutter's shared tech stack; validate desktop and mobile journeys to ensure a smooth, defect-free transition for millions of users.
- Work collaboratively with product, UX and data teams in discovery workshops; produce technical proofs of concept and implementation strategies that optimise customer journeys.
- Champion quality by expanding unit and integration test coverage; contribute to CI/CD pipelines (GitHub, GitLab, Bitbucket, Jenkins); share testing best practices and enhance Java automation tests (limited scope).
- Facilitate agile ceremonies, regularly deliver live demos to management and record feature demos for company-wide audiences.
- Author comprehensive Confluence documentation—including a squad onboarding guide, experiment tracker and knowledge-sharing articles—adopted by new hires and cross-team collaborators.
- Introduced an experiment-launch test workflow that coordinates QA, product and content teams, accelerating validation and reducing post-release defects.
- Present bi-weekly engineer chat sessions on technical topics and personal projects, fostering knowledge sharing and continuous learning.

SKY BETTING & GAMING

Customer Experience Advisor | Jul 2021 - Jul 2023

- Resolved up to 150 multichannel queries per day with a 95 % quality score, refining clear communication and empathy that inform my user centric engineering approach.
- Escalated recurring pain points to product & engineering, turning frontline insights into platform enhancements that reduced repeat contacts and streamlined customer journeys.
- Collaborated with multi disciplinary teams on complex cases and authored weekly insight reports, strengthening cross functional teamwork and continuous improvement.
- Provided specialised support to vulnerable customers and championed safer gambling practices, ensuring responsible gaming standards were upheld in every interaction.

CODE FIRST GIRLS AMBASSADOR

Jan 2025 - Current

- Representing CFG at client events, conferences and online workshops; offering mentorship to women transitioning into tech, creating community content, and actively advocating for women and non binary talent in tech—expanding reach and driving inclusive change within the industry.

EDUCATION

CODE FIRST GIRLS

Full Stack Software Engineering | Oct 2022 - Jul 2023

- CFG DEGREE (Merit): React, HTML/CSS/JavaScript, TypeScript, Python, SQL, Linux, Git.
- WEB DEVELOPMENT KICK STARTER: Foundations in HTML, CSS, JavaScript.

LEEDS BECKETT UNIVERSITY

BSc Architectural Technology (Merit) | 2017 - 2021

JAMES CALVERT SPENCE COLLEGE

2009 - 2014

- A LEVELS: Fine Art (B) | Product Design (C) | English Language & Literature (D).
- GCSE'S: Grades A* – C in 11 subjects (including Maths, English & Science).

PROJECTS

PERSONAL PORTFOLIO & PROJECTS

www.zoecallaghan.com

Building and deploying full stack applications exploring Node.js, Express, Prisma, MySQL/PostgreSQL/SQLite, JWT auth, PixiJS animations, service workers, GitHub Actions CI/CD and hosting on Render and GitHub Pages.

SKILLS, TOOLS & TECHNOLOGIES

JavaScript	ES6 +	TypeScript	React	Next.js	Preact	Micro Frontends	Pixi JS	CSS
Node.js	Express	GraphQL	PostgreSQL	MySQL	SQLite	Prisma	Jest	
React Testing Library	GitHub Actions	Docker	Render	Git	Agile	Jira	Miro	Figma

REFERENCES

References available on request