CONOR **REILLY**

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Currently seeking a new career opportunity to expand and apply my expertise on a larger scale. I have several years of experience working in numerous different roles spanning technical fields such as software engineering and product development and customer-related expertise in support and project management. Graduated with a B.Sci. Computer Application & Software Engineering from Dublin City University and I am currently enrolled in an M.Sc. Artificial Intelligence to further my skills in machine learning and data analytics. Dual citizenship holder between Ireland and the United States.

EXPERIENCE

SUPPORT ENGINEER, BOLT   OCTOBER 2021 – MAY 2022

- Collaborated across multiple internal and external engineering teams to troubleshoot and deploy production level codebase fixes across industry-leading platforms using skills in JavaScript, HTML/CSS and APIs.
- Provided eCommerce-based technical solutions and coordinated implementations for SMB to Enterprise level businesses using custom-built API-driven integrations and internally developed SDKs.
- Managed escalations, created internal and external-facing technical documentation, and developed internal tools and processes to improve the customer experience and engineering team's efficiency.

PRODUCT SPECIALIST II, CHARGIFY   JULY 2020 – OCTOBER 2021

- Worked across pre-sales and post-sales teams providing product-based technical solutions and support to a wide variety of businesses as the first product specialist hired for a go-to-market EMEA team.
- Everyday responsibilities entail troubleshooting software-related issues, user testing new features, creating custom code for customer API requests and checkout website customizations using JavaScript, escalation management, and enhancing internal & customer-facing documentation.
- Other responsibilities have included the hiring, onboarding and training of new employees.

SOFTWARE DEVELOPER & TECHNICAL SUPPORT, SOCIO LOCAL   MARCH 2019 – MAY 2020

- Development and Technical Support for multi-channel social media CRM platform.
- Lead developer on multiple projects including custom AI chatbots and front-end website development.
- Database and analytics support and scaling for highly available back-end systems.

EDUCATION

SEPTEMBER 2016 – MAY 2020

B.Sc. COMPUTER APPLICATIONS & SOFTWARE ENGINEERING, DUBLIN CITY UNIVERSITY
GRADE: 2.1 HONORS (3.8 GPA)

Subjects: Programming (Python, JavaScript), Data Analytics, Cloud Computing, Software Testing, Data Mining, Advanced Computer Architectures, Communication Skills, Business Management, Artificial Intelligence.

SEPTEMBER 2020 – MAY 2023

M.Sc. COMPUTING (ARTIFICIAL INTELLIGENCE), DUBLIN CITY UNIVERSITY
GRADE: 2.1 HONORS (3.6 GPA)

Subjects: Machine Learning, Data Analytics and Data Mining, Statistical Machine Translation, Statistical Data Analysis, Foundations of Artificial Intelligence, Professional and Research Practice.

SKILLS

Technical: Payment Processing, Technical Support, Machine Learning, Software Testing, Solution Engineering
Programming: Python, JavaScript, MySQL, HTML/CSS
Personal: US & Irish Citizen, Project Management, Communication, Problem-Solving, Interpersonal Skills

PROJECTS & ACHIEVEMENTS

- I am a previous **Mentor at Gradguide**, where I **mentored recent college graduates** entering the tech world looking for advice and guidance to achieve their first role out of university.

- Using large financial datasets with **data preprocessing** techniques, I have developed a **machine learning based web application** that will predict whether a startup will succeed or fail.

- Development of a **neural network and image processing application** that allows a user to identify buildings and landmarks using a smartphone camera. This project utilized AWS, React, Python and Tensorflow.