DOUGLAS HAGAN

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PROFESSIONAL PROFILE

Detail-oriented and adaptable Software Engineer with hands-on experience in full-stack development, game design, and collaborative team environments. Skilled in object-oriented programming, API integration, database design, and agile workflows. Proven ability to translate user needs and business goals into scalable, maintainable code. Passionate about creative problem-solving, continuous learning, and delivering polished digital experiences through cross-functional teamwork.

SKILLS & TECHNOLOGIES

Programming Languages: C#, Java, JavaScript, Typescript, Python, SQL, HTML, CSS

Databases: MySQL, PostgreSQL, SQLite

Tools: Git, GitHub, VSCode, Figma, Construct 3, Unity, Postman, Heroku

Dual Language Proficiency: English, Spanish

Other: Agile methodologies, Responsive design, RESTful APIs.

Projects

Hero's Ledger - *Pathfinder Combat Calculator (2025)* https://herosledger.netlify.app/
- Web application for managing Pathfinder RPG combat stats, built using React.js and Redux Toolkit.
- Includes character management, buffs, combat abilities, weapon configuration, dice rolling, and custom calculations.
- Responsive UI with dark/light mode toggle and full offline capability using LocalStorage.
- Emphasizes Pathfinder's stacking rules, bonus types, and proper buff duration tracking.

Portfolio - *Personal Portfolio Website (2023)* https://doug824.github.io/Doug-Hagan-Portfolio/
- Designed and developed a modern, responsive portfolio to showcase web and game development projects using HTML, CSS, JavaScript, and React.
- Demonstrates proficiency in front-end development with interactive UI components, mobile-first design, and clean UX principles.

TECHNICAL EXPERIENCE

Dungeon Scribe AI   Oct 2023 - Jan 2025
Software Engineer & UX Designer
- Collaborated cross-functionally with engineers, product managers, and designers to define and document both functional and non-functional requirements.
- Developed API integrations and designed MySQL databases to support data-driven features.
- Conducted code reviews and contributed to scalable, maintainable code in partnership with senior engineers.
- Performed QA testing and resolved bugs to ensure data integrity and system stability prior to launch.
- Utilized Kanban methodology and Trello for ticket tracking and project organization.
- Created wireframes, process flows, and user personas in Figma and Mural to guide product design.
- Ideate, create storyboards and process maps to capture technical and functional requirements to provide optimal user experience.
- Led usability research planning, defining KPIs and analyzing user feedback to drive UX improvements.
- Designed user-centered solutions for an AI-powered platform supporting tabletop RPG experiences.

PHB Hoolihans   Jul 2021 - Nov 2024
Java Software Developer
- Work with business users and technical team to document business requirements, incorporate new functionality based on product feedback.
- Successful implementation of python scripting and Java to create JSON files and modify existing code.
- Resolve complex business issues through optimization of code creation and code review to simplify repetitive system processes.
- Perform quality assurance through user acceptance criteria testing.
- Provide timely and well understood communication regarding ongoing end user support post product implementation.

EDUCATION

Bachelor of Computer Science *(Active)*
Western Governors University

Springboard

UX Design Certificate *(2024)*
Coursera | Google

Business Analysis Certificate *(2024)*
South Puget Sound Community College

Software Engineering Certificate *(2021)*

Culinary Arts Certificate *(2011)*
Le Cordon Bleu College of Culinary Arts

ADDITIONAL EXPERIENCE

Octapas Cafe   Sept 2024 - Present
Restaurant/Events Bartender
- Balancing multiple tasks such as order tracking, inventory management, and customer service to ensure smooth workflow.
- Maintaining accurate records and handling transactions.
- Developed strong organizational and problem-solving skills, anticipating needs, addressing challenges proactively, and streamlining processes to enhance efficiency.
- Provided excellent communication and customer service, engaging with diverse individuals, resolving concerns quickly, and fostering a welcoming environment.

COVE Restaurant   Dec 2023 - Sept 2024
Restaurant Supervisor/Server/Bartender
- Maintained high standards of customer service during high-volume, fast paced operations.
- Built a network of loyal clientele through friendly interactions and consistent appreciations.
- Resolved complaints promptly and professionally, and addressed all questions and feedback, ensuring a satisfactory and informative experience for all participants.
- Prepared specialty cocktails following specific methods that required quick prep and turnaround time.

Mox Boarding House Restaurant   Oct 2014 - Sep 2023
General Manager
- Leverage people management and facilitation skills to manage team expectations and goals including training on Excel and SharePoint use for efficient data management and collaboration.
- Effectively train, coach and mentor 27 team members based on individual and situational need through effective and empathetic leadership.
- Developed advanced skill set in point of sale system, backend operations and system updates without a loss of productivity or system proficiency.
- Perform comprehensive data analysis through regular reports used to identify and resolve inventory and invoicing errors, through analytical skills and attention to detail and negotiate with vendors and suppliers.
- Document current business processes and implement LEAN principles to improve business operations, increasing productivity from $22,000 weekly revenue to $65,000. Maintained sustainable improvements, new processes and growth year over year.