

Hannah Knisley

GAMING AND SOFTWARE ENGINEER

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SKILLS

Programming Languages

Python

C/C++

C#

HTML/CSS

JavaScript

GD Script

Software

Godot

VS Code

GitHub

Unreal Engine

Visual Studios

Perforce

Jira

Jupyter

Autodesk Flow

Scikit-Learn

PyTorch

TensorFlow

EXPERIENCE

August 2025 – Current

Service Desk Analyst, *Adena Health*

- Operated and maintained multi-line switchboard and AHS communication systems, efficiently routing calls and directing patients to the correct resources.
- Delivered Level 1 IT Help Desk support after hours, including password resets, account lockout resolution, e-ticket management, and monitoring of backup systems, ensuring continuity of hospital IT operations.
- Responded to critical alarms and emergency codes (Code Blue, Fire, Intrusion, Power Systems) using multiple alert platforms; logged and escalated incidents per AHS and departmental policies.

January 2024 – May 2025

Producer, *2% Productions*

- Directed a team of 17 developers and artists to design and develop an original game using Unreal Engine 5.
- Applied Object-Oriented Programming (OOP), modular design, and code refactoring for maintainable, scalable gameplay systems.
- Managed Agile sprints using Jira and version control with Perforce, ensuring consistent progress across design and engineering teams.
- Conducted hands-on user testing by showcasing the game at university events and professional game development conferences.

August 2023 – May 2025

Resident Assistant, *Shawnee State University*

- Assisted residents during move-in and move-out processes, ensuring compliance with university housing policies.
- Fostered a supportive community among gaming-focused residents.
- Promoted and organized group activities to encourage student engagement.
- Maintained confidentiality and handled sensitive information in compliance with FERPA regulations.

EDUCATION

August 2021 – May 2025

Shawnee State University

Bachelor's Degree, Digital Simulation and Gaming Engineering Technologies with a minor in Computer Science