

Hannah Knisley

GAMING AND SOFTWARE ENGINEER

hannahknisley@icloud.com

740-703-7029

linkedin.com/in/hannah-knisley

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