

NICHOLAS COREL

Software Engineer One Full-time

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Experience

Kraken Technologies

London

Software Engineer One Full-time

07/2023

- **Backend Django Python Developer** contributing to scalable solutions that support **56 million customers** across **26 clients**, driving innovation at Kraken Technologies, a high-growth startup under the **\$10 billion Octopus Energy Group**.
- Developed in and maintained a **monolith repository** supporting modular and extensible solutions through a **plugin architecture**, enabling rapid customization and scalability across **26 clients**. Leveraged an automated **CircleCI pipeline** to deploy production updates **12–20 times daily**, configuring new **Docker images** for seamless integration and ensuring updates reach all clients within **1–2 hours**, facilitating rapid iteration and continuous delivery.
- **Reduced unidentified calls from 60% to 30%** in the telephony system by designing and implementing custom account-matching algorithms that prioritized recent interactions, improving operational efficiency and enhancing the customer experience for millions of users.
- Leveraged **Domain-Driven Design (DDD)** principles to build modular, scalable backend services aligned with business objectives.
- Integrated **Twilio telephony APIs** and **Ably** for real-time, low-latency messaging in the communications stack.
- Designed and implemented a **GDPR compliance framework**, ensuring secure and compliant handling of sensitive customer data across multiple systems.
- Collaborated in an **AGILE environment** using **Asana** for sprint planning and task management, delivering incremental improvements while maintaining high-quality code standards.
- Technologies: **Python, Django, Twilio, Ably, Docker, SQL, HTML/CSS, GDPR frameworks**.

SteelEye

New York City/London

Software Engineer Intern

06/2021 - 05/2022

- Created **automated data pipelines** using **Elastic Search** and **AWS** for critical functions such as daily data ingestion and internal audits.
- Developed a **JIRA automation service** that allowed non-technical users to execute internal tools directly from JIRA tickets (e.g., user creation and MFA resets), moving routine tasks from developers to non-technical team members and significantly reducing task time from **~5 minutes to a few seconds**. This solution minimized dependencies on technical staff and improved team efficiency.
- Technologies: **Python, Pandas, AWS (Lambda, S3), Elastic Search, JIRA, SQL**.

Wagner College

New York City

Computer Science & Mathematics Tutor

- Taught students (including but not limited to); Calculus (1, 2 and 3), Linear Algebra, **Discrete**, and **Python**

Education

Wagner College

New York City

Bachelor of Science in Computer Science and Mathematics

- Dorothy Schaffer Award (outstanding achievement in Comp Sci & Math)
- GPA: 3.64 (**3.98 Major GPA**)

Projects

University Shuttle App

New York City

06/2022 - 10/2022

IOS & Android App

- Proposed and developed a prototype for an **on-demand shuttle app** (similar to Uber) to optimize Wagner College's underutilized shuttle service between campus and the Staten Island ferry, addressing an annual \$400,000 operational expense.
- Designed the app to **reduce redundant trips**—projected to save up to 80% of shuttle costs (~\$320,000 annually)—by enabling students to request the shuttle as needed, aligning with sustainability and budget goals.
- Offered to develop the app at **no upfront cost**, requesting only a share of realized savings over two years, thereby presenting a **zero-risk solution** for the university.
- Created a comprehensive proposal illustrating potential cost savings, service improvements, and concept art.

Interests & Hobbies

2008-2018 Track athlete competed in 800m and 1500m at state level. 500 hours of professional coaching, inspiring and helping athletes reach their potential.

2013 - 2022 Played CSGO semi-professionally (E-sports). I was offered a professional contract but decided not to pursue this career.

Born in Hong Kong, raised in Sydney, attended university in New York, and work in London. Lived in 5 cities spanning 4 continents.