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Joseph Keen

SKILLS

Python • Community Building • Online Moderation • Technical Support • Game Testing • Technical Documentation • Graphic Design

EXPERIENCE

Software Engineer – *Avrae, D&D Beyond, Wizards of the Coast*

May 2022 – June 2023

<https://avrae.io> • <https://github.com/avrae/avrae>

- Primary developer of the open source Discord bot Avrae, the official means to play Dungeons & Dragons in Discord
- Maintained and expanded on the tools used by the team that digitizes content for D&D Beyond
- Built out additional features for an existing moderation bot used by the Community Managers and Moderators of the Dungeons & Dragon Discord
- Worked with the community, providing tech support, advice, and reviewing pull requests, feature requests, and bug reports
- Helped grow the user base of Avrae to over 160k active monthly users

Content Specialist – *Avrae, D&D Beyond, Fandom*

November 2019 – May 2022

- Ingested official 5e books as they were released, writing automation data for the Avrae bot
- Handled the writing, testing, and deployment of automation for player actions, monster attacks, and spells
- Gave feedback on and actively developed additional functionality for the automation system
- Provided in depth technical support for users that were using the same automation system for their personalized or homebrewed content

Developer Support II – *Keywords Studios – BioWare*

April 2020 – May 2022

Mass Effect: Legendary Edition • Dragon Age: Dreadwolf

- Conducted thorough testing on a wide gamut of game systems, writing detailed bugs on found issues
- Verify fixes made and assist with investigations for found issues
- Worked with and oversaw a small team that performed tests on overall build stability, and wrote clear and concise reports on the results
- Wrote a script to help automate the process of copying and deploying daily builds, which was widely used by multiple teams on the project

- Took initiative in writing a few different game play guides on Confluence to aid more thorough and efficient testing
- Used a variety of technologies to aid in testing, including Jira, Momentum, Confluence, Xbox One Manager, Playstation Neighbourhood, and QuickBuild

Server Alias – *Avrae Development Server*

2017 – Present

- Utilized Python to add additional functionality to an existing Discord bot
- Created a small team to assist with communicating information to new users on how to use said bot, as well as to work on scripting new features
- Assisted in bug testing new features of the bot, as well as tracking down causes of, and then fixing, reported bugs
- Received constant feedback about scripts, allowing me to effectively edit and update them efficiently
- Scripts received widespread use by users across thousands of servers

EDUCATION

NAIT, Edmonton, AB – *Open Studies*

2020

NAIT, Edmonton, AB – *Structural Ironworking*

2014–2018

NorQuest, Edmonton, AB – *Digital Graphic Communications*

2010–2012