Charles-Antoine Pouliot

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Summary

An aspiring software engineer with a diverse background and a love for learning looking for experience wherever and whenever possible.

Education

University of Ottawa
Bachelor's of Mathematics

Cégep de Sainte-Foy
Music, Jazz piano

Experience

Web developer/designer — *September 2024*
Laurier Computers — *Ottawa, ON*

- Designed the company's website, focusing on user experience.
- Developed the website as a Next.js app using React, ensuring scalability.
- Provided technical support for customers, addressing their queries and resolving issues promptly.

Server and Concierge — *December 2023 – August 2024*
Amica the Glebe — *Ottawa, ON*

- Tailored dining experiences for residents.
- Became concierge in the month of May 2024, taking on administrative duties.
- Acted as an intermediary between residents, family, resources and management.

Server — *December 2022 – August 2023*
Alto restaurant — *Montreal, QC*

- Made extensive use of the Maitre'D POS system.
- Assisted in processing an average of 200 online/phone orders per day.
- Served customers, providing a warm and welcoming experience.

Technician and Customer support — *September 2020 – June 2022*
MontVR

- Made repairs on VR headsets and controllers.
- Troubleshot hardware and software issues in computers, replacing components when necessary.
- Wrote documentation on bugs and internal procedures.
- Increased the efficiency of operations company-wide by writing scripts to limit hardware failure due to stress.
- Responded to customer inquiries using the Zammad issue tracking system, escalating them to the next level when necessary.
- Assisted customers in understanding and utilizing virtual reality technology.

Skills

Languages: Lua, Javascript (Web Development), C++
Frameworks: React, Next.js
Tools: Git, Linux, Shell scripting, Neovim

Certifications

Comptia A+ Certification *2024*

Languages

- French -
- English -

Interests

Technology, Mathematics, Music, Machine Learning