Charles-Antoine Pouliot

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Summary

Adaptable software engineer passionate about crafting robust, user-centric web applications with React and Next.js. Experienced in full-stack development, responsive UI/UX design, and troubleshooting technical challenges. Ready to drive value on dynamic engineering teams by applying a strong foundation in modern web development, problem-solving, and collaborative support.

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*

- Built and maintained a scalable, responsive company website using Next.js and React, focused on high-quality user experience and accessibility.
- Translated user requirements into functional UI components, improving usability and navigation for over 300 monthly site visitors.
- Integrated Git-based version control to streamline code reviews and deployment cycles, reducing update turnaround time by 25%.
- Led troubleshooting of cross-browser issues and optimized frontend performance, resulting in faster page load times.

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

- Enhanced resident satisfaction by tailoring dining and hospitality services, receiving positive feedback from both residents and families.
- Took on additional administrative duties as Concierge, efficiently managing schedules and information flow for over 50 residents.
- Facilitated communication between residents, families, and management, resolving concerns quickly and maintaining a high standard of care.

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

- Streamlined order processing with Maitre'D POS, handling up to 200 online and phone orders per day while maintaining accuracy.
- Enhanced guest experience with attentive, personalized service in a high-volume environment.

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

- Diagnosed and repaired VR hardware and computer systems, minimizing downtime for customers.
- Developed and wrote documentation on bug fixing and troubleshooting procedures, improving onboarding for new technicians.
- Increased operational efficiency by scripting automation tools in Lua and shell, reducing hardware failure by 15%.

- Managed customer support tickets using Zammad, resolving technical issues and escalating when necessary, which helped achieve a faster resolution rate.
- Delivered clear technical guidance for users adapting to virtual reality technology, improving client adoption and satisfaction.

Skills

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

Certifications

Comptia A+ Certification   *2024*

Machine Learning Certification (Stanford)   *2025*

Languages

- French
- English

Interests

Technology, Mathematics, Music, Machine Learning