

# Charles-Antoine Pouliot

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## Summary

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

## Education

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**University of Ottawa** 2024 – Present  
*Bachelor's of Mathematics*

**Cégep de Sainte-Foy** 2019 – 2022  
*Music, Jazz piano*

## Experience

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**Web developer/designer** 2024-08 – Present  
*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** 2023-12 – 2024-08  
*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** 2022-12 – 2023-08  
*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** 2020-09 – 2022-06  
*MontVR* Quebec, QC

- Made repairs on VR headsets and controllers.
- Troubleshoot 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

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**Languages:** Lua, Javascript, C++

**Frameworks:** React, Next.js

**Tools:** Git, Linux, Shell scripting, Neovim

## Certifications

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**Comptia A+ Certification**  
*Comptia*

*2024*

## Languages

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- French - Fluent
- English - Fluent

## Interests

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Technology, Mathematics, Music, Machine Learning