Charles-Antoine Pouliot

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Summary

Innovative software engineer passionate about leveraging technology to improve user experiences. Proficient in modern web development frameworks like Next.js and React, with a strong foundation in mathematics and an eagerness to solve complex problems. Seeking opportunities to contribute cutting-edge solutions in a collaborative environment.

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*

- Enhanced the company's website with an innovative design focused on optimizing user experience.
- Developed a scalable Next.js app using React, improving client interaction efficiency.
- Implemented user feedback loops, enhancing technical support resolution times and customer satisfaction.

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

- Customized dining experiences for residents, improving satisfaction scores.
- Transitioned to concierge role, efficiently handling key administrative functions and improving service delivery.
- Facilitated communication between residents, families, and management, enhancing community engagement.

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

- Utilized the Maitre'D POS system effectively, processing an average of 200 orders per day.
- Strengthened customer relations by delivering exceptional service experiences consistently.

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

- Conducted repairs on VR headsets, ensuring operational excellence and longevity.
- Diagnosed and resolved hardware/software issues, minimizing downtime and enhancing system performance.
- Authored comprehensive documentation on bugs and internal procedures, aiding in knowledge sharing.
- Improved operational efficiency across the company by scripting to reduce hardware failure rates.
- Provided expert customer assistance via the Zammad issue tracking system, improving support processes.
- Guided customers in adopting virtual reality technology, facilitating increased user adoption.

Skills

Languages: Lua, Javascript (Web Development), 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