

# Nicolas Vicente

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## Professional Summary

Eager to secure a full-time permanent role where I can leverage my technical expertise, problem solving skills, and effective communication skills within a dynamic team. With a background and education in computer science and extensive experience across major Canadian industries, I am committed to continuous learning and excellence. My strong problem-solving skills, superior time management, and effective interpersonal abilities enable me to contribute meaningfully to your team's success and drive impactful business results.

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## Education & Certifications

### Honours Bachelor of Computer Science

Lakehead University, Ontario Canada

Expected Early 2026

### Associate's Degree, Computer Programming & Analysis

Georgian College, Ontario Canada

Graduated With Honours 2024

Achieved 4.0 GPA and Dean's List recognition in every semester.

### Microsoft Cloud Certified: Azure AZ-900

### G Class Drivers License

### WHIMI, AODA, Worker Health and Safety

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## Expertise & Skills

- Proficient in HTML/CSS/JavaScript, with experience in responsive web design and API integration.
  - Proficient in database technologies: SQL, SQLite, MySQL, MongoDB, Firestore, including designing schemas, optimizing queries, and data security.
  - Experienced in frontend development: React, Tailwind, TypeScript, and Bootstrap.
  - Proficient in backend technologies such as Node.js, PHP, Python (Django), and RESTful API development
  - Skilled in Java, C#/ASP.NET, C++, and Electron, for native and web applications.
  - Proficient in version control with Git and GitHub.
  - Adept in creating automation workflows with Zapier, playwright, python, and Power automate.
  - Experienced with UI/UX design tools: Figma and Canva for creating mock-ups, wireframes, and prototypes.
  - Experienced in data visualization and analytics tools: Tableau, Power BI, and Python.
  - Experienced with cloud computing platforms: Azure, Azure DevOps, Firebase, and GCP for deployment, monitoring, and continuous integration/continuous deployment (CI/CD) pipelines.
  - Strong understanding of networking fundamentals, including design and implementation.
  - Experienced in OOP principles, MVC, agile methodologies, and TDD.
  - Proficient in productivity tools: Microsoft Office Suite, Google Workspace, Trello, Jira, Slack, Zoom.
  - Experienced in analyzing financial data and providing insights for decision-making in the financial services industry.
  - Excellent communication and listening skills regularly utilized to articulate data to stakeholders and clients.
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## Professional Experience

### Personal Banking, Associate

Toronto Dominion Bank, Ontario Canada

12/2022 - Present

- Provided excellent service and advice to personal, commercial, and small business clients, offering solutions and product knowledge to save time, money, and expand their TD product usage
- Increased money in and money out product results adding to branch sales meeting or exceeding goals and quotas, reaching 867% of quarterly sales goal in Q2 2023
- Achieved high level of customer satisfaction and connection evidenced by consistently high customer survey and feedback scores (LEI)
- Prevented fraud and illegal activity by proactively reviewing accounts and escalating concerns when required by policy
- Safeguarded customer, business, and TD property and information by utilizing most up to date cyber security practices and tools
- Completed training goals and milestones with high ranking and achievement within desired time frames
- Solved technical issues pertaining to online banking, TD mobile app, and TD software suite
- Utilized Microsoft office suite and TD banking software on a regular basis
- Committed to continued learning to further my product and financial knowledge to better assist clients and colleagues alike

### Software & System Developer Co-op

Napier Bailiffs, Ontario Canada

09/2023 - 01/2024

- Tasked with implementing US based asset recovery system into the Canadian asset recovery market and modifying existing systems for greater efficiency and compatibility for a company that manages asset recovery for leading Canadian financial institutions
- Developed internal full-stack RESTful API information system for management and automation of legal documents and files using the MERN software stack and GCP platform
- Iteratively contributed to development of software by continually meeting with stakeholders, gathering requirements and transforming them into effective business solutions
- Reduced and led implementation project timelines by 4 weeks through efficient project planning, resource allocation, and proactive issue resolution
- Collaborated with the Canadian business and US based team to understand their unique technical requirements and business processes, implementing them into their operational workflow
- Customized software solutions to meet business needs, ensuring seamless integration with existing systems and users
- Conducted on-site and remote training sessions for stakeholders, ensuring comprehensive understanding and adoption of software and proper setup on hardware
- Provided ongoing technical support to end users, troubleshooting issues, and optimizing software performance.
- Documented client specific configurations and project progress, maintaining comprehensive technical documentation and project records.
- Continuously updated knowledge of asset recovery industry trends and emerging technologies by attending live industry events and conversing with industry professionals to provide innovative solutions.

### Business Development Representative

General Motors, Ontario Canada

06/2020 - 12/2022

- Offered services to clients for the purchasing, leasing, and financing of new and used vehicles, coordinating with various departments
- Managed online portfolio of over 500 vehicles and products
- Prospected past, present, and potential future customers regarding vehicle offers and promotions
- Maximized client satisfaction when preparing new vehicles for delivery
- Expanded company product and software knowledge in downtime to be well versed and prepared to meet client needs
- Up sold products to clients, having identified client needs and wants, ensuring appropriate matches
- Developed and formed amiable client-business relationships and tracked interactions using CRM software