

LUCAS ACOSTA

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WORK EXPERIENCE

Systems & Infrastructure I.T. intern

Parker Hannifin | May – December, 2021

Responsible for solving and managing user requests related to both the systems and infrastructure teams, as well as directing advanced level requests to its appropriate analyst.

- Communicate fast and effectively about upcoming events for the IT team
- Quickly attend to any employee with software or hardware problems.
- Perform the hardware replacement for all 100+ laptops that were getting outdated.
- Promptly look for and perform database improvements as ordered by my manager.
- Effectively respond to any ticket opened by a user or transfer it to the designated person.

Accounting Intern

Smart Profit | January – April, 2022

Responsible for analyzing key performance indicators and setting up processes to help the flow of information in the office.

- Joined at a really high demand period in order to help solve inefficiencies in time.
 - Responsible to file high amounts of archives and data in the shortest time possible.
 - Collaborated with team to increase productivity using data and spreadsheets.
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EDUCATION

Universidade Paulista | August, 2020 – December, 2021

- Halfway through Computer Science Bachelors

Seneca College | May, 2022 – Now

- Computer Programming & analysis

PROFESSIONAL SKILLS

- Fast learning and understanding of complex processes.
- Organizational, multitasking, and problem-solving abilities.
- Strong communication skills with the team and customers.
- Ability to maintain consistency while working under pressure.
- Knowledge of marketing and sales.

LANGUAGE COMPETENCIES

- Portuguese: Native language
- English: Fluent
- Spanish: intermediate (listening, reading); basic (speaking, writing)

VOLUNTEER EXPERIENCE

Nevada FAA member | August, 2019 - April 2020

- Help the community neighborhood with building furniture and fixing signs.
- Participate in sales events to gather money for the school's competition trips.
- Christmas Elf for Santa day at elementary school.
- Sales team member, responsible for prospecting new customers.