

# Wilker Fernandes de Sousa

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## About Me

Wilker is a driven individual who is enthusiastic about emerging IT solutions. Through academic and self-driven learning, he is proficient in several computer languages including Java, HTML, CSS, JavaScript, PHP, Git and SQL. In addition, he desires to collaborate with equally passionate individuals to solve challenging problems and create impactful results.

## Skills

### TECHNICAL SKILLS

- Knowledgeable in various computer languages (Java, JavaScript, HTML, PHP, CSS, Git, React, XML, Python, Java Persistence API (JPA), Enterprise Java Bean (EJB) and SQL).
- Experience with databases (PostgreSQL, SQL, MySQL, Microsoft Access, Oracle and SQLite)
- Skilled with software (Eclipse Java IDE, Android Studio, MySQL Workbench, SQL Server, VMWare Workstation, Oracle Scale SQL Developer, XAMPP, FileZilla, Git Bash, Brackets, p5.js and Atom).
- Educated in several Microsoft Office products (Microsoft Word, Microsoft PowerPoint, Microsoft Outlook).
- Information Technology (IT), Internet Protocol Suite (TCP/IP) and Network Administration.
- Understanding operating systems (Windows and Ubuntu).

### GENERAL SKILLS

- Works well independently or in team environments when dealing with project demands.
- Highly attentive to detail and quality.
- Adept at working in a high-stress environment and problem-solving and dealing with projects demands deadlines.

### COMMUNICATION SKILLS

- Multilingual in English (fluent), Portuguese (fluent), Spanish (intermediate), and French (basic level)
- Communicates effectively in a team to support objective achievement.
- Strong interpersonal skills

## Education

### Algonquin College of Applied Arts and Technology

#### COMPUTER PROGRAMMING

Completed Computer Programming Program, GPA 3.44

*Ottawa, Ontario*

*Graduated 2021*

### Algonquin College of Applied Arts and Technology Advanced Diploma

#### ADVANCED DIPLOMA ARCHITECTURAL TECHNOLOGIST

Completed Advanced Diploma Architectural Technologist Program, GPA 3.56

*Ottawa, Ontario*

*Graduated 2013*

### Algonquin College of Applied Arts and Technology

#### ARCHITECTURAL TECHNICIAN

Completed Architectural Technician Program

*Ottawa, Ontario*

*Graduated 2012*

## Work Experience

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### Canadian Dairy Commission (CDC)

Ottawa, Ontario

JUNIOR SOFTWARE DEVELOPER

Sept. 2021 - Present

- Assist Canadian Dairy Commission agents via ticketing system troubleshooting and speaking with agents to solve the issue.
- Develop features for Canadian Dairy Commission agents such as APIs, web forms, and UI.
- Contribute with my teammates' ideas and new technologies to implement future projects.
- Develop an Object Relational Mapping (ORM) API using the PHP language to fetch data from a website, insert it into a database, retrieve the data, and display it on a website.
- I had the opportunity to assist my college in developing a Drupal (Web Content Management System) modules in order to modernise the Canadian Dairy Commission website.

### TTEC Holdings, Inc.

Ottawa, Ontario

CSG SPECIALIST (BILINGUAL)

Jun. 2021 - Sep. 2021

- Respond to customer queries in a timely and accurate way, via phone, email, or chat.
- Monitor customer complaints on social media and reach out to provide assistance.
- Follow up with customers to ensure their technical issues are resolved.

### Grassroots Design

Ottawa, Ontario

DRAFTSMAN

Dec. 2013 - Feb. 2016

- Effectively addressed clients' inquiries regarding the processes of design and renovation plans.
- Meticulously performed production design drafting and checking.
- Designed and prepared floor plans for construction while adhering to strict Canadian/ Ontario Codes and Standards (i.e.: OBC).

### Hudson's Bay Company

Ottawa, Ontario

SALE ASSOCIATE SHOE DEPARTMENT

Aug. 2013 - Aug. 2016

- Exceeded monthly quotas while maintaining a high quality of service.
- Managed sales, purchases and store standing database on regular basis.
- Made product recommendations based on clients' requirements and requests.
- Advised clients on utilization and care of merchandise.
- Accurately maintained sales records for inventory control

### Hudson's Bay Company

Ottawa, Ontario

POLO RALPH LAUREN SALE REPRESENTATIVE

Aug. 2013 - Aug. 2015

- Developed positive rapport while assisting customers with findings and fitting of Polo Ralph Lauren clothing and accessories.
- Efficiently performed high volumes of transactions on a cash register on time.
- Organized the stock room, ensuring inventory was accurately recorded in the database.