Jacob Ferreira

Toronto, ON

519-820-0431 | jferre59@my.centennialcollege,ca
https://www.linkedin.com/in/jacob-ferreira

JUNIOR SOFTWARE ENGINEER

UI/UX Design | C# | Project Management

An adaptable student of Software Engineering, with a specialization in Artificial Intelligence. Strengths include project management, problem-solving, research and analysis, with proficiency in C#, SQL and tools such as Excel. Exceptional communication and collaboration skills, demonstrated through 5+ years of professional experience in client services.

Professional Summary

- Proven ability to effectively deliver quality results in fast-paced and high-volume environments
- Versed in Agile practices, utilising user-oriented design, and performing testing and QA
- Experience using: Microsoft Office & Visio, Visual Studio & VS Code, GitHub, Jira
- Skilled in C#, SQL, Java, HTML/CSS & JavaScript, and the MERN stack

Key Skills

Project Management	Testing & QA	User-Oriented Design
Object-Oriented Programming	Statistics & Probability	Version Control
Technical Documentation (SRS)	Web Development	Stakeholder Communication

Education

Software Engineering Technology - Artificial Intelligence Advanced Diploma   Jan. 2024 - Present
Centennial College, Toronto, ON
Courses:

C# Programming	Web Interface Design	Software Systems Design
Java Programming	Linux/Unix OS	Intro to Artificial Intelligence
Web Application Development	Database Concepts (SQL)	MERN Stack

Honours Bachelor of Arts Degree - History   April 2017
Western University, London, ON

Select Academic Projects

Calculator Application
- Created a fractions calculator using C#, which allows users to perform addition, subtraction, multiplication & division operations on two fractions; developed attractive and intuitive GUI for users

Web Design - Real Estate Brokerage
- Designed a responsive website for a realtor to showcase listings and onboard new clients using HTML/CSS, JavaScript
- Created interactive contact form, gallery, and implemented style standards for accessibility

Account Creation Tool for Bank
- Developed a computer application in C# using abstract classes to allow bank employees to create accounts for new customers, setting attributes like withdrawal limits & transaction fees.
- Designed intuitive user interface and implemented methods to store created accounts in a List.

Work Experience

Solutions Specialist & Peer Mentor | CIBC, Toronto, ON   May 2021 - Dec. 2023
- Applied analytical skills to evaluate trends and opportunities in client profiles

Work Experience continued...

- Exercised problem-solving to address client concerns and tailoring solutions to meet client & stakeholder needs
- Guided new agents through calls as a Peer Mentor; ensured policies and procedures were followed to mitigate risk
- Built a foundation in sales communications; ensured client-centred interaction to exceed department targets.

USL Administrator & Team Operations Assistant | Toronto Football Club - MLSE, Toronto, ON   Jan. 2018 - Jan. 2020
- Reinforced leadership and decision-making skills by recruiting, training & directing a team of 8 game crew members
- Negotiated partnerships with external stakeholders and collaborated with various internal departments to ensure projects remained within budget and met USL regulations
- Oversaw operations such as tracking invoices, drafting cash requests and completing expense reports