

Jacob Ferreira

Toronto, ON

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SOFTWARE ENGINEERING COOP STUDENT

UI/UX Design | C# | Project Management

A driven and 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 fast-paced client services.

Professional Summary

- Proven ability to effectively deliver quality results in fast-paced, high-volume environments
- Versed in Agile practices, utilising user-oriented design, 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	Interface Design
C#	Statistics & Probability	Version Control
Technical Documentation (SRS)	Web Development	Stakeholder Communication

Education

Software Engineering Technology - Artificial Intelligence (Co-op) Jan. 2024 – Present
Centennial College, Toronto, ON

Courses:

C# Programming	Web Interface Design	Software Systems Design
Java Programming	Linux/Unix OS	Intro to AI
Web Application Development	Database Concepts (SQL)	React

Honours Bachelors Degree in History April 2017
Western University, London, ON

Select 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.

Other Experience:

Solutions Specialist & Peer Mentor

May 2021 – December 2023

CIBC, Toronto, ON

- Applied analytical skills to evaluate trends and opportunities in client profiles.
- 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. Owned every aspect of the client interaction to exceed department targets.

USL Administrator & Team Operations Assistant

January 2018 – January 2020

Toronto Football Club | MLSE

- 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.
- Contributed to efficiency of the Operations department by tracking invoices, drafting cash requests and completing expense reports.