

# Michael Lapadula

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## Profile

Professional, sociable and enjoys working in teams of all sizes. Accustomed to taking on new challenges and take pride in learning new tasks quickly and efficiently. My experience working at Desjardins, Patisserie St-Martin and others demonstrate my ability to adapt, take on new responsibilities, and excel in various industries and settings. I am bilingual in both French and English with proficiency in Italian.

## Education

**BACHELOR'S | IT AND SOFTWARE ENGINEERING, UQAM | 2023 – EXPECTED 2026**

**DIPLOMA OF COLLEGE STUDIES | BUSINESS, COLLÈGE AHUNTSIC | 2021 - 2023**

## Projects

In the context of university courses, I have completed over 20 projects in a variety of IT fields. For reference, my current GPA is 3,3.

Examples of projects:

- Data structures in C++: (BigInt, AVLTree, TreeMap et Digraph).
- Various projects in Java: (Mini-games, small programs, etc.).
- Full development of a software in C (Gitlab, development in phases, modular, etc...).
- Website development in HTML, CSS and JS: (frontend, backend (Flask), dynamic forms).
- Team-based Java project: (Scrum method, test planning, Maven, etc.).
- RISC-V assembly programming: (Game of life, morse code, etc.).

More available upon request.

Among other notable skills and projects: SQL, Linux / Ubuntu, network, modeling, and more.

## Experience

**COLLECTION ADVISOR | DESJARDINS | MAY 2022 – NOV. 2024**

- Offered solvability solutions like refinancings and payment agreements.
- Recovered \$50 000 to \$100 000 a month among different products offered by Desjardins (cards and car loans).
- I was nominated on the first edition of « The northern star » by my director for my efficiency, ability to learn quickly and exceeding expectations.

**SUPPORT TEAM, MATTER EXPERT (COLLECTIONS) | DESJARDINS | SEPT. 2023 – AUG. 2024**

- Part of a small team offering technical and procedural support across all collection products for around 100 junior and senior employees.
- Responsibilities included answering procedural questions, dissatisfactions, approving out-of-scope requests, managing department email boxes, maintaining and ensuring procedural compliance throughout the department and more.

## **SENIOR DELI CLERK | PATISSERIE ST-MARTIN | OCT. 2019 – MARCH 2022**

- Responsible of training new employees.
- Charged with the opening / closing of the store.
- Responsible of ensuring hygiene and enforcing COVID-19 restrictions during lockdown.
- Providing customer service.

### **Professional skills**

- Call center
- Banking systems
- Customer service
- Leadership
- Problem solving
- High pressure and fast-paced environment
- Attaining and exceeding expectations
- Collaboration and teamwork
- Effective organizational skills
- Strong communicator