

OBJECTIVE

Dedicated and results-driven web developer with a strong foundation in front-end development, programming, and cybersecurity. Seeking a position where I can leverage my skills in JavaScript, React, Angular, and UX/UI design to create dynamic, user-friendly web applications.

Eager to contribute to a collaborative team and grow within a forward-thinking company.

CONTACT

- <https://luc1342as2.github.io/AnimatedPortfolio/>
- ghigliucas@gmail.com
- <https://www.linkedin.com/in/lucasghigli/>
- +1 (437)-436-4828
- Burlington, Ontario, Canada

EDUCATION

SHERIDAN COLLEGE

Computer Programming, Computer Engineering (2020 – 2024)
Ontario College Diploma
Oakville, Ontario, Canada

KING'S CHRISTIAN COLLEGIATE

High School Diploma (2016-2020)
Oakville, Ontario, Canada

SKILLS

- Teamwork, problem-solving, communication, adaptability

Lucas Ghigli

IT SPECIALIST / CYBER SECURITY

Born in Brazil, lived in Italy, and studied in Canada, I bring a diverse international perspective to problem-solving and technical development. With an Italian passport, I am an IT professional and Cybersecurity Enthusiast holding a Computer Programming diploma from Sheridan College. I am proficient in front-end development, cybersecurity practices, and multiple programming languages. Bilingual in English and Italian, I excel in multicultural environments and am passionate about delivering innovative and secure technical solutions.

EXPERIENCE

SALES REPRESENTATIVE TRACE PPC

November 2024 – May 2024

Achieved sales targets by communicating product value and using Apollo software for tracking and forecasting sales. Collaborated across teams to enhance customer satisfaction and resolve issues promptly.

Conducted market research to identify new opportunities, contributing to a 5% growth in client base.

CUSTOMER SERVICE TRACE PPC

Mar 2023 – Jul 2023

Managed a high volume of inbound calls, addressing customer inquiries, troubleshooting issues, and providing timely solutions to ensure a positive experience.

Identified and assessed customers' needs to offer personalized solutions, resulting in a 15% increase in customer satisfaction ratings.

Collaborated with cross-functional teams to resolve escalated customer issues, ensuring swift resolutions while maintaining company policies and procedures.

