LUCAS GHIGLI

CONTACT

- Cambridge, Ontario, Canada
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PROFESSIONAL SUMMARY

I have just completed my journey as a student at Sheridan College in August 2024. It's the culmination of countless late-night coding sessions, problem-solving marathons, and the triumph over stubborn lines of code. Reliable worker with excellent communication, time management, and computer skills.

SKILLS

- Conflict resolution
- Positive Attitude and Behaviour
- Decision Making
- Organization Skills
- Self-motivation
- Time management
- Adaptability
- Oral Communication
- Team Work
- Cyber security
- Front-end Development
- Programming
- Computing Techniques

LANGUAGES

BILINGUAL:

- **Italian**
- **English**

EXPERIENCE

Sales Representative TRACE PPC
11/2023 - 05/2024

- Demonstrated proficiency in sales techniques and product knowledge to effectively communicate the value proposition to potential customers
- Utilized Apollo software to track sales activities, manage leads, and forecast future sales trends
- Collaborated with cross-functional teams to ensure seamless customer experiences and timely resolution of issues.

Customer Service TRACE PPC
03/2023 - 07/2023

- Managed large amounts of incoming phone calls
- Identified and assessed customers' needs to achieve satisfaction
- Kept records of customer interactions, process customer accounts and file documents
- Followed communication procedures, guidelines, policies
- Took the extra mile to engage with customers.

EDUCATION

Diploma: Computer Programming (2020-2024)
Sheridan College - ON

Completed course work towards Ontario Secondary School Diploma
Kings Christian Collegiate - ON

COMMUNITY PARTICIPATION

Serving as a volunteer with the Burlington Senior Center in Burlington, ON
Instructing new players at a tennis club in Alba, Italy

VALUE ADDED SKILLS

Front End Design Project Management UI / UX
Team Collaboration Web Design
App Development
Testing
Software Engineering
User Requirements
Coding
Web Optimization
Cyber Security
Team Centric
Continuous Improvement
Design Thinking

Troubleshooting
Programming
Game Design

OTHER CERTIFICATIONS

- CompTIA PenTest
- CompTIA Security
- Pre-Security Learning Path
- Introduction to Cyber Security
- Cyber Security Online Training
- Certificates in HTML
- Certificates in CSS
- Certificates in JAVASCRIPT
- Certificates in C
- Certificates in Sales

TECHNICAL SKILLSETS

MS Office Suite, JavaScript, SQL, HTML, CSS, Java FX,
C, C++, C#, React.js, Angular.js

LINKEDIN, GITHUB, PORTFOLIO

LinkedIn = https://www.linkedin.com/in/lucas-g-10a0071aa/

GitHub = https://github.com/luc1342as2

Portfolio = https://luc1342as2.github.io/portfolio.github.io/

VOLUNTEER EXPERIENCE

Server Senior Centre - Burlington, On - Canada
02/2020 - 05/2020
- Greeted and accommodated guests, building positive experience from first interaction, provided excellent customer service by anticipating needs and responding promptly to requests.