## EDUCATION

*Expected graduation 08/2024*
**Sheridan College** |
*Brampton*
Diploma: Computer
Programming Candidate

*06/2020*
**Kings Christian Collegiate** |
*Oakville*
Completed coursework
towards High School Diploma

## SKILLS

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

## 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

## LANGUAGES

- **Italian**

# LUCAS GHIGLI

## Web Developer

📞 437- 436-4828

✉ ghiglilucas@gmail.com

📍 Mississauga, ON L4T 2G8

## PROFESSIONAL SUMMARY

In just a few short months, I'll be crossing the finish line, completing my journey as a student and wrapping up my College degree in Computer Programming in August 2024. It's the culmination of countless late-night coding sessions, problem-solving marathons, and the occasional triumph over stubborn lines of code.
Reliable worker with excellent communication, time management, and computer skills.

## EXPERIENCE

*11/2023 - 05/2024*
**Sales Representative**
**TRACE PPC** | TRACE PPC, Toronto, ON

- 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
- Exceeded sales targets by 10% through proactive outreach and strategic networking initiatives
- Established and nurtured strong relationships with clients, resulting in a 20% increase in repeat business
- Collaborated with cross-functional teams to ensure seamless customer experiences and timely resolution of issues.

*03/2023 - 07/2023*
**Customer Service**
**TRACE PPC** | TRACE PPC, Toronto, ON

- 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

Native

- **English**
  Fluent

- Followed communication procedures, guidelines, policies
- Took the extra mile to engage with customers.

## 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

## TECHNICAL SKILLSETS

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

## WEBSITE, PORTFOLIO AND PROFILES

linkedin.com/in/lucas-g-10a0071aagithub.com/luc1342as2

## VOLUNTEER EXPERIENCE

*02/2020 - 05/2020*
**Server**
**Senior Centre** | Senior Centre, Burlington, On

- Greeted and accommodated guests, building positive experience from first interaction.
- Provided excellent customer service by anticipating needs and responding promptly to requests.
- Demonstrated ability to interact with customers in a friendly and professional manner.

- Prioritized multiple tasks in dynamic environment and stayed calm and composed.
- Cleaned and sanitized hands and surfaces to optimize food safety and comply with health department regulations.

*06/2015 - 08/2015*
**Tennis Assistant**
**Ferrero Club** | Ferrero Club, Alba, Cuneo

- Monitored athletes' use of equipment to ensure safe and proper use.
- Explained and enforced safety rules and regulations.
- Educated students on the rules of tennis etiquette, such as how to properly keep score.
- Developed effective communication strategies to work with coaches, players, and parents.