



## CONTACT

 Burlington, ON, L7R3S2

 437- 436-4828

 ghigilucas@gmail.com

## 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.

## 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

- **Italian**  
Native
- **English**  
Fluent

# LUCAS GHIGLI

## WEB DEVELOPER



## 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
- 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.

### 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 coursework 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



## 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 C# SQL HTML CSS Java FX  
C React.js Angular.js



## WEBSITE, PORTFOLIO AND PROFILES

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

GitHub = <https://github.com/luc1342as2>



## VOLUNTEER EXPERIENCE

**Server** Senior Centre - Burlington, On  
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.
- 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.

• **Tennis Assistant** Ferrero Club - Alba, Cuneo

06/2015 - 08/2015

- 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.