CONTACT

- Burlington, Ontario, Canada
- +1(437) 436 4828
- ghiglilucas@gmail.com

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**

LUCAS GHIGLI

WEB DEVELOPER/CYBER SECURITY ANALYST

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 - Oakville, Ontario, Canada

Completed course work towards Ontario Secondary School Diploma
Kings Christian Collegiate - Oakville, Ontario, Canada

COMMUNITY PARTICIPATION

Serving as a volunteer with the Burlington Senior Center in Burlington, Ontario, Canada. 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.

Tennis Assistant Ferrero Club - Alba, Cuneo - Italy
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 and developed effective communication strategies to work with coaches, players, and parents.