



## 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 - 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.

**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.