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|  | Contact   |  |  | | --- | --- | |  | Burlington, ON, L7R3S2 | |  | 437- 436-4828 | |  | ghiglilucas@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. | |  |

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