

Lucas Lanza

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SUMMARY

Software Engineer with 4 years of experience in full-stack development, working across education and finance sectors. Specialized in .NET, Flutter, and system integration. Refactored legacy systems to reduce response time by 30% and automated workflows, cutting development time by 15%. Skilled in C#, Vue.js, SQL, and RESTful APIs.

EXPERIENCE

Software Engineer | UNOESTE - University of Western São Paulo

May 2023 - Nov 2025

- Modernized legacy institutional systems, replacing ASP Classic and outdated React with **.NET Core + Vue.js**, component-based architecture and centralized services.
- Developed core Vue ecosystem used across multiple systems, including:
 - **API service with Axios interceptors** (auth, retry, response normalization)
 - **Global Loading Handler**
 - **Toast/Alert/Modal services**
 - **Auth token service**
 - **Error logging and normalization pipeline**
 - **Reusable UI components (tables, paginations, cards, forms, filters, side menus)**
- Implemented **Favorites service (Vue + .NET)** allowing users to save and quickly access commonly used pages and modules across the platform.
- Refactored university Travel Request system, improving maintainability, business rule organization and introducing native browser PDF/print generation.
- Developed Parking Management and Payment system using **.NET 6, Bootstrap, Flutter and Payments API**.
 - Processes ~700 vehicles/month and drives ~R\$5,000 in recurring revenue.
- Built fully anonymous workplace harassment reporting system in **.NET Framework 4.5**, ensuring confidentiality and automated ticket creation.
- Created the institutional **“Consulta TCE” academic document portal** with .NET Core + GED.
 - Processed ~5,000 submissions for 1,000+ students across 7 programs and eliminated manual paper flow.
- Delivered the **Digital Professor Absence Management System**, replacing manual spreadsheets with online submission, justification tracking, attachments, approval workflows and automated notifications.
- Developed **Intercursos (University Games) platform**, including:
 - Event landing page with edition information
 - Dynamic display of rules
 - Game scheduling system
 - Full matches list generated from structured entities (sports, locations, matches)
- Maintained and improved production systems, performing deployments, troubleshooting and feature delivery in high-availability environments.
- Optimized **SQL Server and Informix** queries, reducing latency and improving system responsiveness across administrative modules.
- Applied continuous improvements through refactoring, reusable modules, central configuration management, and versioned deployment practices.

Software Engineer | COBMAIS

July 2021 - May 2023

- **Resolved** complex bugs, database issues, and integration errors as Tier 2 support, handling over 2,000 escalated tickets, including critical production incidents.
 - Acted as liaison between Level 1 support and development team to ensure fast, effective resolutions.
- **Collaborated** with client dev teams to troubleshoot and successfully deploy 15+ third-party API integrations.
- **Mentored** junior support engineers, sharing technical and procedural knowledge.
 - Improved ticket resolution times and overall team performance.
- **Designed and delivered** a training program on the internal Stage Database.
 - Engaged 105 users, with 65 completions, improving client and internal user proficiency.
- **Led development** of a beta module for dynamic data extraction using JS Flexmonster, ETL techniques, and optimized SQL.
 - Enhanced reporting capabilities and data accessibility.

Technical Support Product | Multiplus Card

April 2019 - July 2021

- **Provided** remote technical support for ERP (Max System Posto) and TEF (TEF Plus) software on a 12x36 schedule, ensuring uninterrupted system availability for resellers, partners, and end-users.
- **Led** incident management by performing root cause analysis and applying timely resolutions, minimizing downtime and improving service reliability.
- **Documented** recurring software issues and collaborated with development teams, enabling long-term system improvements and better user experience.
- **Served** as primary escalation point for complex cases, conducting advanced troubleshooting and facilitating clear communication between technical teams and customers.

PROJECT

The Advisor • I Never Ever - Oct 2022 – Feb 2025

- Developed and published two cross-platform apps using Flutter, focusing on entertainment, interactivity, and performance.
- Integrated Firebase for dynamic content updates, analytics, and user-submitted data.
- Implemented Google AdSense to explore monetization strategies through in-app ads.
- Designed clean, intuitive UIs with a mobile-first approach, ensuring fast and engaging user experiences.
- Built and managed a question database with categorized content to enhance engagement.

EDUCATION

Postgraduate in Web Application Development | UNOESTE

Oct 2023 - Feb 2024

Acquired expertise in web development technologies and frameworks, covering Front End, Back End, database integration, and cloud computing. Specializing in object-oriented programming, mobile development, and client/server applications, with a strong focus on scalable and secure system design and gained hands-on experience in modern web technologies, API development, and system architecture for high-performance applications.

Postgraduate in Web Technologies and Innovations

Faculdade Venda Nova do Imigrante – FAVENI

Aug 2022 - Dec 2023

Bachelor's Degree in Information Systems

UNOESTE - University of Western São Paulo • Presidente Prudente, São Paulo - Brazil •

Fev 2013 - Dec 2016

CERTIFICATIONS

Microsoft Certified: Azure Fundamentals Aug 2023

SKILLS

- **Languages & Frameworks:** .NET Core, C#, JavaScript, Flutter, Vue.js
- **Databases:** SQL Server, Informix, Firebase
- **Tools & Platforms:** Azure, GitHub, REST APIs, JSON
- **Methodologies:** Agile, OOP, ETL

Languages:

- Portuguese (Native)
- English (B2+)