Lucas Lanza

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SUMMARY

Software Engineer specializing in .NET development, APIs, and system integrations. Skilled in C#, .NET, Flutter, SQL.

Recently, optimized backend systems, reducing response times by 30% and automating processes to cut development time by 15%. Passionate about continuous learning and seeking opportunities in innovative, tech-driven environments.

EXPERIENCE

Software Engineer
Universidade do Oeste Paulista   **May 2023 – Present**

- Developed a parking payment module for students and staff using .NET 6.0, Bootstrap, and Flutter, integrated with a Payments API. The system processes approximately 700 vehicles per month and generates an average monthly revenue of R$5,000.
- Implemented a fully anonymous harassment reporting system integrated into the university's internal platform, built with .NET Framework 4.5. The module ensures employee confidentiality and automatically generates service protocols.
- Built the "Consulta TCE" student document submission system using .NET Core, integrated with an Electronic Document Management System (GED). This eliminated the need for printed forms, processing nearly 5,000 documents from 1,000 students across 7 academic programs, improving document validation for institutional partners.
- Created a Self-Service Totem desktop system featuring client-side functionalities, restricted content access, and activity logging through Elasticsearch, enhancing user autonomy and operational transparency.
- Manage ongoing system maintenance and deployments, resolving bugs, analyzing the feasibility of new features, and applying performance improvements to optimize system behavior.
- Optimize and develop SQL queries in Informix and SQL Server databases, resulting in faster data retrieval and enhanced application performance.

Software Engineer
Cobmais   **July 2021 – May 2023**

- Provided Tier 2 technical support (Level 2) by resolving complex bugs, correcting database inconsistencies, and fixing API/WebService integrations. Acted as the bridge between Level 1 support and the development team, effectively handling over 2,000 escalated tickets, including critical production issues.
- Collaborated with client development teams to diagnose and resolve integration problems, ensuring the successful deployment of 15+ third-party API integrations.
- Mentored junior support engineers, providing technical guidance and process knowledge, which significantly reduced ticket resolution times and improved team efficiency.
- Created and delivered a comprehensive training program on the internal Stage Database, attended by 105 users, with 65 completions, empowering new employees and clients to utilize system features better.
- Led the development of a beta version of "Dynamic Data Extractions", combining JS Flexmonster, ETL practices, and optimized SQL queries to improve reporting and data accessibility.

Technical Support Product Specialist
Multipus Card Brasil   **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 processes, performing root cause analysis and applying timely resolutions, which minimized downtime and improved overall service reliability.
- Documented recurring software issues and collaborated closely with the development team, resulting in long-term system improvements and enhanced user experience.

- Served as the primary escalation point for high-complexity cases, handling advanced troubleshooting and ensuring effective communication between technical teams and customers.

PROJECT

The Advisor – Random Advice Generator

play.google.com/store/apps/details?id=com.Oconselheiro.conselheiro_app · December 2024 - February 2025

- Developed a cross-platform mobile app in Flutter that delivers random humorous or thoughtful advice, aiming to entertain and inspire users with a lightweight, playful experience.
- Integrated Firebase for real-time advice retrieval and app analytics, enabling dynamic content updates and user behavior insights.
- Implemented AdSense for mobile, creating a passive revenue stream and testing in-app monetization strategies.
- Designed a clean and engaging UI, focusing on minimalism and speed to ensure quick, enjoyable interactions across different devices.

I Never Ever APP

play.google.com/store/apps/details?id=com.eununca.eununca_app · October 2022 - March 2024

- Developed a web and mobile version of the classic party game "Eu Nunca", using Flutter for a seamless cross-platform experience.
- Integrated Firebase, allowing users to submit their questions, and expanding the game dynamically.
- Created a question database with 10 categories and 150+ unique questions, enhancing user engagement.
- Integrated Google AdSense for monetization, optimizing revenue through in-game ads.
- Designed a clean and intuitive UI, ensuring a smooth and enjoyable experience for players.

EDUCATION

Postgraduate in Web Application Development ● Information Technology

UNOESTE - University of Western São Paulo · Presidente Prudente, São Paulo - Brazil · 2024

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

Postgraduate in Web Technologies and Innovations ● Information Technology

Faculdade Venda Nova do Imigrante – FAVENI · Aug 2022 - Jan 2024

Bachelor's Degree in Information Systems ● Information Technology

UNOESTE - University of Western São Paulo · Presidente Prudente, São Paulo - Brazil · 2016

CERTIFICATIONS

Microsoft Certified: Azure Fundamentals

Aug 2023

SKILLS

- **Programming & Frameworks:** .NET Core, C#, Flutter, JavaScript, LINQ
- **Databases & Cloud:** SQL Server, Informix, Firebase, Azure
- **Web & UI Technologies:** Bootstrap, REST APIs, JSON
- **Development Practices:** Software Architecture, OOP, ETL, Agile

Languages:

- Portuguese (Native)
- English (B2+)