LUCAS LANZA
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PROFESSIONAL EXPERIENCE

UNOESTE, UNIVERSITY OF WESTERN SÃO PAULO, Presidente Prudente, SP   2023 - Present
System Analyst
- Developed the parking payment module for students and teachers processing an average of 700 cars per month and generating R$5,500 in revenue, made with **.Net 6.0, Bootstrap** and **Flutter**.
- Developed the harassment reporting module integrated with the internal system for employees, ensuring complete anonymity and generating service protocols, made using **.Net Framework 4.5.**
- Developed the student document submission area and integrated with GED (Electronic Document Manager), eliminating the need to send printed copies, has already received almost 5,000 valid documents.
- Responsible for structuring and developing the university hotel reservation system for students, including room reservations, monitoring of reservations, and handling cancellations and the 'Self-Service totem' desktop system with client-side functionality and tools to restrict specific content access, including logging of access and actions with **Elasticsearch**.
- I handle maintenance and deployments for diverse systems, as well as identifying and fixing bugs, studying the feasibility of improvements, and implementing them. I also create and improve queries in **Informix** and **SQL Server** databases.

COBMAIS, Presidente Prudente, SP   2021 - 2023
.Net Developer
  N2 Team
- Responsible for training, guiding, identifying, and resolving errors in client integrations with **APIs** and WebServices working directly with clients development team. Actively participated in over 15 integrations
- Resolved tickets escalated from the N1 support team, addressing over 2,000 tickets including database fixes, bug corrections, user inquiries, and identifying improvement opportunities.
Product Team
- Designed, set up, and recorded a comprehensive course on the company's product, "Stage Database." This course was utilized by all customers and served as training material for new employees on the company's database structure, having 105 enrollees, with 65 people having completed it.
- Responsible for developing the beta version of the internal product "Dynamic Data Extractions" using the **Js Flexmonster** library, applying **ETL** practices, and optimizing queries.

MULTIPLUS CARD, Presidente Prudente, SP   2019 - 2021
Support Analyst
- Provided remote support for ERP (Max System Posto) and TEF (TEF Plus) software clients, including end-users and partners, on a 12x36 schedule.
- Executed incident management, implementation, and training processes, identifying and documenting defects, and assisting in the correction and development of new functionalities.
- Assisted in technical support and troubleshooting, ensuring effective communication and resolution for both end-users and resellers.

EDUCATION

UNOESTE, UNIVERSITY OF WESTERN SÃO PAULO   2022 - 2024
Specialist in Web Application Development (Postgraduate Program)

VENDA NOVA DO IMIGRANTE COLLEGE (FAVENI)   2021 - 2022
Postgraduate Studies in Web Technologies and Innovations

UNOESTE, UNIVERSITY OF WESTERN SÃO PAULO   2013 - 2016
Bachelor of Science in Information Systems

ACTIVITIES

- **Microsoft Certified: Azure Fundamentals** (AZ 900)
- Developed the "Eu Nunca" app. A web version of the "I Never Ever" game, built in **Flutter** with integration to **AdSense.**