

LUCAS MAYER DE FREITAS

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EDUCATION

Bachelors of Science in Software Engineering

Brigham Young University-Idaho

Skills: C++, HTML, CSS, JavaScript, JQuery, PHP

Graduation: Jul 2020

Rexburg, ID

GPA: 3.91

Bachelors of Science in Material Engineering

State University of Ponta Grossa

Skills: Fracture Analysis, Material Evaluation, Manufacture and Machinery processes, Metallurgy Evaluation, Polymer and Ceramic Processing, Material Infrastructural Analysis, Microsoft Office Products

Graduation: Dec 2016

Brazil

WORK EXPERIENCE

Customer Care Specialist

Brigham Young University – Idaho

Jul 2017 – Present

Rexburg, ID

- Accurately and professionally resolve incoming questions and issues about BYU-I and BYU-I services
- Provide an excellent customer care experience by gaining as much understanding about the school to be able to swiftly and accurately resolve incoming questions and issues about BYU-I and BYU-I services
- Answered chats, emails, phone calls and walk-in appointments with 20+ people a day

Systems Analyst

Whirlpool S.A. - Embraco Compressor and Cooling Solutions

Jan 2016 – Mar 2017

Joinville, SC, Brazil

- Implemented the PLM (Product Lifecycle Management) project and concept. I was in charge of the IT application and Learning and Adoption duties. Had to give support to US, China, Italy and Slovakia's manufacturing plants and making sure the users followed global policies. Trained and gave support to over 400 people in the Research & Development area
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Engineering Intern

Rumo Logística S.A. – Railroad Company

Jan 2015 – Dec 2015

Ponta Grossa, PR, Brazil

- Gave support and did the monitoring of weekly key indicators to meet goals
- Made failure analysis of locomotives and wagons for improvement studies
- Participated in a 70% increase of reliability of locomotives on the preventive maintenance process

English Teacher

The Idiom House S.A.

Jan 2012 – Dec 2015

Carambei, PR, Brazil

Taught conversation and communication classes

- Taught conversation and communication classes
- Taught in many groups having in total more than 150 students from beginners to advanced

VOLUNTEER EXPERIENCE

Volunteer Representative

The Church of Jesus Christ of Latter-day Saints

Apr 2010 – Apr 2012

Salt Lake City, UT

- Enhanced public speaking skills while conducting and speaking at regional training conferences
- Supervised productivity of over 90 full time representatives
- Established strategic plans with short-, medium-, and long-term goals
- Provided community clean-up support
- Worked closely with individuals and their social and personal problems
- Served in leadership capacities supervising and training up to 15 co-workers

