Lucas Thiessen

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Skills

Languages: **Python, JavaScript, C++, Java**

Tools: **Arduino, Atom, Git/GitHub, MongoDb Atlas, Visual Studio**

Libraries/Frameworks: **Beautiful Soup, Bootstrap, Express, Node.js, Pandas, Pygame, React, Requests**

Soft Skills: **Teamwork, Strong Communication Skills, Highly Productive, Result Driven, Adaptable**

Experience

SUPPORT ANALYST CO-OP| REGONAL MUNICIPALITY OF YORK | JANUARY 2021 – APRIL 2021

- Provided cellular and desktop support to the employees of the Regional Municipality of York
- Identified and resolved employee issues using **service desk ticketing software**, **BlackBerry UEM** and **Microsoft Intune**
- Composed support documentation to aid employees in fixing common issues reducing the amount of time required to solve simple issues

SERVER/SUPERVISOR | THE FAMILY CENTRAL RESTAURANT | 2016-2020

- Supervised other team members to ensure that customer service standards were met
- Delegated cleaning duties to ensure board of health standards were not only met but exceeded

Projects

ARDUINO ALARM SYSTEM | FEBRUARY 2021

- Constructed a home alarm system using **Arduino**
- Programmed **Arduino** with a **C-based** language. Utilized **LCD display**, **ultrasonic sensor**, **sound sensor**, **4x4 membrane keypad**, **resistors**, and other electrical components

SUDOKU GAME/SOLVER | AUGUST 2020

- Developed a Sudoku solving application with **python** using the **Pygame** library utilizing **recursion** and **backtracking** methods
- Created a user interface allowing users to manually add and verify their own solution

EMPLOYEE TRACKER WEB APPLICATION | AUGUST 2020

- Created a full stack web application using the **MERN** stack to track employee information at a business
- Implemented a **MongoDB Atlas** database to store employee and job description information
- Developed a front-end using **react** allowing users to add, delete, and display, employee and positions information

Education

UNIVERSITY OF WATERLOO | EXPECTED 2025

Bachelor of Applied Science in Computer Engineering