

Lucianna Mendonca Domingues

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SOFTWARE ENGINEER CO-OP

JAVA | C# | JAVASCRIPT | DATABASE MANAGEMENT

- Currently enrolled in the Software Engineering Technology Advanced Diploma at Centennial.
- Academic Experience in Java, C#, JavaScript, HTML, CSS, and SQL.
- Knowledge of software engineering principles, software design and requirements engineering, database design and management.
- Familiar with IntelliJ IDEA, Visual Studio and Visual Studio Code IDE, MySQL Workbench and Oracle Database.
- Computer skills include proficiency in Microsoft Word, Excel, PowerPoint, Windows, and MacOS.
- Excellent problem solver, good communication skills, and fast learner.

EDUCATION

Software Engineering Technology Co-op Diploma

Centennial College, Toronto, ON / Canada

September 2022 - Present

Expected graduation December 2025

- GPA 4.1
- Relevant Courses:

Software Requirements Engineering
Web Application Development

Software Systems Design
Advanced Database Concepts

Client-Side Web Development
Java Programming

Law Degree

Federal University of Pará, Belém, PA / Brazil

January 2011 – January 2016

- GPA 4.3

PROJECT WORK

Wealth Watch API

July/2023 - Present

Personal Project: <https://github.com/aleixoporpino/wealth-watch-api.git>

- Project Description: Wealth Watch API is a web application designed to empower users with the tools they need to manage their stock investments effectively. Whether a seasoned investor or just starting in the world of stock trading, Wealth Watch API will provide the insights and data needed to make informed decisions about users' portfolio.
- Key Features: Portfolio Management, Stock Tracking, Performance Analytics, Stock Recommendations.
- Technologies used: Java, Spring Boot, Spring WEB, Spring Data JPA, Hibernate, Flyway, MySQL, and IntelliJ IDEA.

EXPERIENCE

Bilingual CS Partner Specialist

January 2022 – September 2022

TTEC, Toronto, ON / Canada.

- Handled more than 15 incoming communications daily, prioritizing exceptional customer service skills.
- Contributed to the company by reporting and addressing current website bugs faced by partners.
- Addressed product issues by understanding the partner's concerns, identifying the root cause of the problem, providing a clear explanation of the most effective solution, facilitating quick correction or adjustment, and then verifying that the issue was fully resolved through follow-up.

Keyholder

September 2020 – June 2021

Shift Lead

June 2021 – December 2021

MINISO, Toronto, ON / Canada.

- Delivered customer-focused service by welcoming customers, resolving inquiries and complaints from both employees and customers, and ensuring all team members upheld our customer service standards.
- Managed inventory of over five thousand items, including restocking, conducting regular inventory counts, and reporting any discrepancies.
- Guaranteed adherence to all cash handling protocols and promptly processed bank deposits.

Cashier

November 2018 – March 2020

Elite Bakery, Scarborough, ON / Canada.

- Made sales referrals, introduced new products, processed cash, credit, and debit transactions, and served an average of 40+ customers daily.
- Adhered to safe food handling practices and implemented effective cleaning procedures to ensure customer safety and maintain sanitation standards.
- Prepared service areas with necessary supplies before, during, and after shifts, maintained open communication with kitchen staff to monitor supply levels and potential customer wait times.

Lawyer

February 2016 – August 2018

Self-Employed, Belém, PA / Brazil.

- Met with clients to discuss their legal issues, understand their needs, and provide legal advice and guidance on the best course of action for success. Conducted record searches, analyzed relevant information, and presented alternative claims or procedures when necessary.
- Successfully managed more than 20 cases from inception to conclusion, which involved tasks such as drafting legal documents, filing court papers, and consistently updating clients on the status of their cases. In the courtroom, effectively represented clients during various proceedings, including hearings, motions, and trials. Outside of court, skillfully negotiated settlements, agreements, and terms to amicably resolve legal disputes.
- Handled all aspects of running a self-employed legal practice, including managing expenses, setting fees, and ensuring compliance with local business regulations.