**Lúcio Torelli**

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**EU/Irish Citizenship**

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**PERSONAL PROFILE**

I'm a tech lover with hands-on experience in IT support, quality assurance and full-stack development with industry giants like Shopify and Activision Blizzard.

I worked as a Junior Developer right after graduating in Information Technology, where I improved an ERP system and provided direct end-user support at a book publisher. I then handled quality assurance for billion-dollar IPs like Call of Duty at Activision Blizzard. At Shopify, I supported their highly technical e-commerce platform and was eventually promoted to the go-to Support Specialist for technical solutions across multiple departments.

Now I’m ready for the next chapter in a more challenging role. I’m looking for a long-term place where I can continuously learn and develop my skills.

**KEY SKILLS**

* **Development:** HTML5, CSS3, JavaScript, Python, Django, Bootstrap, Delphi (Pascal), XML, Yaml, Markup, JSON.
* **Database:** MySQL, PostgreSQL.
* **Content Management:** Obsidian, Notion, JIRA.
* **Support Experience:** End-user support, ICT support, Quality Assurance, Customer Support, Reception, Retail, Customer Service.
* **Applications:** Microsoft Office Suite, Photoshop, WordPress, Shopify, VS code, Git, Github, Google Office Suite, Google Cloud, Red-node (basic).
* **Operating Systems:** Windows 7 to 11, Linux (Debian, Arch, Ubuntu, Mint, Unraid), Android, MacOs.
* **Languages:** Fluent English, Fluent Portuguese, Basic Spanish, Basic Italian.

**EDUCATION AND TRAINING**

**2024**  Code Institute - Dublin, Ireland

**Full Stack Software Development**

**NFQ 6 / Diploma / Merit grade**

*Modules:* HTML5 & CSS3, JavaScript, Agile methodology, Python,

Django, Full Stack Projects, eCommerce applications

**2023**  FreeCodeCamp - Remote

**Responsive Web Design**

**Non-NFQ / Certificate**

*Modules:* HTML, CSS, Applied Visual Design, Applied Accessibility, Responsive Web Design Principles, CSS Flexbox, CSS Grid, Responsive Web Design Projects

**2012- 2014**  Colegio Realengo - Rio de Janeiro, Brazil

**Information Technology - Computer Science**

**Non-NFQ / Diploma / Second in class**

*Modules: Thesis project: Fully functional ERP system, System analysis, Networking, Internet technologies, Programming languages, Databases, Statistics, Computer and Server Maintenance*

**WORK EXPERIENCE**

**11/2021 - 05/2023 Shopify - Dublin Ireland**

Shopify is a platform that lets businesses create and manage online stores easily. It offers tools for website building, product management, payment processing, and shipping, making it simple to run an ecommerce business.

**Support Specialist**

**Achievements:**

* Proactively created onboarding and reference documentation for the role to clarify often evolving processes.
* Consistently maintained one of the lowest response times and highest solution rates in my support region.
* Successfully onboarded and trained approximately 60 agents across multiple regions and departments.
* Designed diagrams to improve communication across departments, helping teams navigate an often-changing workflow structure.
* Volunteered to provide candidates with a “day in the life” experience to showcase the role.
* Built strong collaborative relationships with peers across all regions, which I leveraged to gather feedback on processes that would impact everyone’s workflow.
* Achieved the highest performance rating in this role.

**Responsibilities:**

* Acted as the go-to person for technical, communication and platform issues.
* Provided live technical support on Slack channel for cross departments, up to 2500 employees.
* Utilised tools such as SQL and Splunk to investigate bugs reported by users, companies and partners.
* Carried out meetings for cross department communication while representing the support and technical department.
* Helped create and develop the role based on the constantly changing business needs.
* Engaged in technical conversations to quickly solve issues raised by multiple departments.
* Provided Quality Assurance report in order to improve department performance.
* Created and managed projects for the support department.

**07/2020 - 11/2021** **Support Advisor**

**Achievements:**

* Achieved the highest performance rating in this role.
* Received a promotion without an interview process due to my performance and strong collaboration with others outside of my team.
* Retained a resolution time and solution score three times lower than expected for this role.
* Achieved fluency in the role in less than 6 months.
* Provided feedback and resources to the development team in a project to vastly improve our internal support tool.

**Responsibilities:**

* Focused on needs-based custom solutions for clients and end users.
* Provided training for peers on my own team.
* Worked with the incident response team to identify and classify issues raised by multiple end users.
* Responding to and resolving support tickets covering issues raised by clients, partners and end users.
* Completed essential interaction documentation.
* Worked with customers from the following regions: APAC, Ireland, UK, North-America and Latin America.
* Provided coaching for business growth opportunities.
* Assisted in cross department projects. (Development, quality assurance, rollouts, technology implementation)

**08/2017 to 12/2017 and**

**07/2019 to 07/2020 Activision Blizzard, Dublin Ireland**

Activision Blizzard is a leading global video game publisher, known for creating and developing some of the world's most popular gaming franchises, including Call of Duty, World of Warcraft, Overwatch, and Candy Crush.

**Quality Assurance Tester**

**Achievements:**

* Contributed to the team that had consistently the highest number of issues reported.
* Participated in 7 global projects during a year and a half in the role.
* Proactively collaborated with members of other language teams to enhance collaboration during functionality testing.

**Responsibilities**:

* Provided Quality Assurance for multi-billion dollar projects.
* Wrote technical documentation sent directly to developers.
* Used tracking platforms such as Jira to work on multiple projects across the globe.
* Tracked market during product release to identify growth opportunities.

**02/2015 - 06/2016** **Book Publisher Zahar**

Editora Zahar is a well-known Brazilian book publisher based in Rio de Janeiro, recognized for its publications in the areas of academic, scientific, and literary works.

**Junior Developer**

**Achievements:**

* Proactively redeveloped and redesigned the sales department module to modernise and increase accessability.
* Developed a roster system for the administration and sales departments, which generated automated reports in PDF.

**Responsibilities:**

* Provided direct end-user technical support.
* Maintained an ERP system.
* Developed and ported new add-ons based on existing documentation using Delphi (Pascal) and SQL.

**ADDITIONAL INFORMATION**

* Currently undertaking the AgilePM foundation course.
* Developing a quick settings panel for the open source OS Linux Mint.
* Developing a website resume - luciotorelli.com (in construction).
* Other certificates: Udemy Android UI/UX Material You, Scrum LinkedIn, SQL LinkedIn, Barista.
* Other work experiences: Event manager, social media marketing, retail assistant, receptionist
* EU/Irish Citizen - No visa required

**INTERESTS**

* **Technology:**  I have a keen interest in 3D modelling and printing, as well as soldering and microboard development. I enjoy automating my home with tools like presence sensors, cameras, and custom scripts. I’m also currently developing a quick settings panel for Linux Mint as a hobby and working on my own website, luciotorelli.com (in construction). Additionally, I maintain my own home server for services like Obsidian, Anytype, Home Assistant automation, hosting my own files and providing remote access to my local network.
* **Reading:** I love reading sci-fi and self-improvement books. I’m currently reading Grit and Project Hail Mary. Whenever I have time, I also enjoy listening to podcasts like No Stupid Questions or local radio stations.
* **DIY Projects & Gardening:** I’m passionate about DIY home projects, constantly building or improving things around the house. I also enjoy gardening as I get to share plants and knowledge with my neighbours, friends and family.
* **Organisation**: I use the PARA method to organise my files, documents, notes, and life projects, all of which are hosted on my self-built home server and accessed using Obsidian, synced across platforms with Syncthing. For project management, I prefer the agile methodology, although I have also worked with the waterfall method. I enjoy creating tools that help others with organisation too.
* **Health & Wellness:** I enjoy yoga, meditation, pilates and hiking. Although I have access to a car I prefer cycling around.

**Reference Letter from Gary Bushell, former manager.**

I had the pleasure of managing Lúcio during his tenure at Shopify. I highly recommend Lúcio to any prospective employer. He consistently demonstrated a strong work ethic, remarkable creativity, and an exceptional ability to think outside the box. His strategic mindset allows him to navigate complex challenges with ease, and he is always one step ahead in anticipating next moves and formulating solutions.

Lúcio thrives in dynamic environments and is not afraid to tackle challenges head-on. What sets him apart is his dedication to continuous improvement—not only in his own work but also in fostering the growth and performance of his peers. He was consistently one of the top performers on our team, and his positive influence elevated the productivity and morale of those around him.

His blend of creativity, strategic thinking, and collaborative spirit makes him a valuable asset to any team. I am confident that Lúcio will excel in any role he chooses to pursue, and I would be more than happy to provide additional details or answer any questions about my time working with him.