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Dublin, Ireland

EDUCATION

Full Stack Software Development

2023 - 2024

Code Institute

Computer Science, Information Technology

2012 - 2014

Colégio Realengo

CERTIFICATIONS

AgilePM® FoundationAPMG International

2024

Responsive Web Design

Free Code Camp

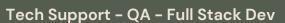
2023

Android UX/UI

Udacity

2018

Lucio Torelli



Driven by a lifelong passion for tech and always curious to learn more. Focused on growing my skills and tackling challenges while adding value to my team, clients and the company.

Irish Citizen - No visa required

EXPERIENCE

Support Specialist

At Shopify

2023

Support Advisor

At Shopify

2020

Quality Assurance Tester

At Activision Blizzard

2017

Junior Developer

At Book Publisher Editora Zahar

2015

Junior Developer

At SE7EC (Thesis project)

2014

HIGHLIGHTED SKILLS

★ Self-Directed Learning ★ Documentation Management

INDEPENDENT PROJECTS

- Linux Mint Quick Settings Panel
- Python Terminal Password Generator
- React Resume Website
- <u>Django Ecommerce Website Deployed via</u>
 Heroku
- JavaScript Quiz Game
- Open Source contributions to Home Assistant and Linux Mint

Detailed Experience

Support Specialist At Shopify

2023

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 on-boarded and trained approximately
 60 agents across multiple regions and departments.
- Designed diagrams to improve communication across departments.
- Volunteered to provide candidates with a "day in the life" experience to showcase the role.
- Built strong collaborative relationships with peers across all regions.
- Achieved the highest performance rating in this role.

Responsabilities

- 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.
- Provided training and mentoring to new peers and co-workers.
- Provided quality assurance reports in order to improve department performance.

Support Advisor At Shopify

2020

Achievements

- Achieved the highest performance rating.
- 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 within 6 months.
- Provided feedback and resources to the development team in a project to improve our internal support tool.

Responsabilities

- Provided needs-based custom solutions for clients and end users.
- Provided training for my peers.
- Worked with the incident response team to identify and classify issues.
- 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.

Quality Assurance Tester <u>At Activision Blizzard</u>

2017

Achievements

- Contributed to the team that had consistently the highest number of issues reported.
- Worked in 7 global product launches
- Proactively collaborated with members of language teams to enhance collaboration during functionality testing.

Responsabilities

- Provided quality assurance for multi-billion dollar projects.
- Logged technical documentation
- Used tracking platforms such as Jira
- Tracked market reception during product release to identify growth opportunities.

Detailed Experience

Junior Developer At Book Publisher Editora Zahar

2015

Achievements

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

Responsabilities

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

Junior Developer At SE7EC

2014

Achievements

- Second in class project score
- Lead developer on the project

Responsabilities

• Thesis project for creation and implementation of a CMR system for a medium-sized business - beauty clinic.

HOBBIES

- · Self-Hosted Server and Cloud
- Micro-controller Programming and Soldering
- Home Automation
- Gardening
- 3D Modelling and 3D Printing
- Yoga
- Meditation