Lucio Torelli

Tech Support – QA – Full Stack Dev

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

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📍 Dublin, Ireland

EDUCATION

Full Stack Software Development
Code Institute
2023 – 2024

Computer Science, Information Technology
Colégio Realengo
2012 – 2014

CERTIFICATIONS

AgilePM® Foundation
APMG International
2024

Responsive Web Design
Free Code Camp
2023

Android UX/UI
Udacity
2018

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

✳ Technical Support   ✳ Technical Training & Onboarding
✳ Self-Directed Learning   ✳ Documentation Management
✳ Agile Learner   ✳ Customer Focused   ✳ QA

INDEPENDENT PROJECTS

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

Detailed Experience

Support Specialist
At Shopify

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
At Activision Blizzard

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

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

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

Thank you for reviewing my CV. I look forward to connecting!