Lorena Gamarra

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OBJECTIVE

I am looking for an internship or a job opportunity as a Web Developer. I would like a friendly environment, where I can practice and further develop the practical skills acquired during my AEC Internet Programming & Development program at John Abbott College. I am a lively and enthusiastic person; with my many years of customer service in the IT industry I am ready to offer loyalty, dedication and hard work to my employer.

SKILLS / TECHNOLOGIES

- HTML5, CCS3, Bootstrap, XML, JavaScript, jQuery
- MySQL, Access, MS SQL Server
- Micro-framework PHP Slim, Twig
- C#, .Net, WPF, XAML
- Java, Enterprise Java Beans
- NetBeans, Visual Studio Community
- Dream Weaver CS6
- GitHub / Source Tree, XAMPP
- Scrum, Trello
- Ability to interact with the stakeholders and understand user needs
- Autonomy to find solutions
- Strong communication, interpersonal, and presentation skills
- Strong troubleshooting and problem solving skills with an analytical mindset
- Fast learner with strong time management and multi-tasking skills
- More than ten years of user support experience

EDUCATION

AEC Internet Programming and Development at *John Abbott CEGEP/College*   09/2016 - 10/2017

DEC IT Technician at *Curitiban Adventist College*   01/1999 - 12/2001

WORK EXPERIENCE

Electronics Technician at *MSC Moneris Services Corporation*   02/2013 - 08/2013

Implement and supervise the installation and operation of equipment and software systems
Perform quality control, such as communication tests, diagnostic of software and hardware

Help Desk at *FAST MEDIC Sistemas de Gestão em Saúde LTDA*   06/2012 - 01/2013

    Provide IT support for specific software to employees
    Contribute to the increase of productivity and specific projects

Informatics Technician at *CINQ Technologies LTDA*   09/2010 - 12/2011

    Provide IT support for the Exxon's external and internal clients – including Spanish countries of Latin America
    Write a daily report problem to improve the quality of customer service
    Development and implementation of software testing, as in computers, such as tablets and mobile

ERP Support at *Omets Group*   01/2010 - 08/2010

    Provide support ERP Protheus 10 to all employees
    Involve into the project "Project Implantação Argentina" to adapt the ERP system Protheus 10 in Spanish

Internship IT Support at *Municipal Chamber of Curitiba*   05/2009 - 12/2009

    Provide IT support for employees of the municipal chamber of Curitiba
    Participate in the development of Linux system
    Make an inventory of devices, computers and their peripherals

Office Assistant at *Syros Tecnologia e Serviços*   11/2008 - 04/2009

    Provide IT support for employees of the television and news network called "Rede Paranaense de Comunicação"
    Write a daily report problem to improve the quality of customer service

Informatics Technician at *M2Sys Tecnologia e Serviços S/A*   04/2007 - 10/2008

    Provide training, implementation and support for the project "Processing data through scanned images" for all employees of HSBC branches in Brazil
    Implement and supervise the installation, commissioning and operation of equipment and software systems

LANGUAGES

    English, French, Spanish, Portuguese.

AVAILABILITY

    Up to August 13, 2017 available part-time.
    Starting August 14 2017, available full-time.