LUILSON MARCOS SOUSA DOS REIS

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SUMMARY

I am a Permanent Resident of Canada currently pursuing a program in Computer Programming and Analysis with a major in IT at George Brown College. The program covers various programming languages, including JavaScript, C#, HTML, CSS, and SQL Queries. With nearly 10 years of experience in business and data analysis, as well as a background in banking services, I am seeking a challenging position in the IT industry.

I possess strong soft skills, including time management, the ability to interact effectively with management-level personnel, and a keen attention to detail. These skills, in addition to my technical expertise, contribute to the success of the organization while actively seeking opportunities for personal and professional growth.

TECHNICAL AND CORE SKILLS

- **Proficient in JavaScript, C#, HTML, CSS and Linux**: experienced in designing and implementing processes, complex systems using these programming languages and technologies
- **Experience with SQL Queries**: skilled in designing, writing, and developing complex SQL queries to extract and manipulate data from databases.
- **Strong Analytical Skills**: proficient in computerized systems, experienced in analyzing complex data sets using statistical software such as SAS, Excel, MS Office, MS Access/SQL, and SAP
- **Excellent Communication and Organizational Skills**: skilled in stakeholder management, worked with stakeholders on multiple competing projects to deliver results for clients. Able to build and maintain effective relationships with clients and stakeholders
- **Attention to Detail**: acquired through ability to meet the needs of both customers and management by working on several tasks with conflicted deadlines

PROFESSIONAL EXPERIENCE

Banking Advisor   Sep 2021 – March 2023
National Bank, Toronto, ON

- Assisted customers with processing transactions, including deposits, withdrawals, and payments, while also resolving complaints and discrepancies
- Informed customers about bank various products and services in achieving their goals
- Tracked, reported, and stored transaction, bank supplies, and customers information, enduring all information was accurate and complete
- Securely handled currency, transactions, and confidential information in a responsible manner while using software to track bank information and generate reports. Processed and submitted orders accurately from other employees, following the standards guidelines and best practices.
- **Environment:** SAP, CRM, SharePoint, Excel, MS Office, HostFront and TBT.

Event Supervisor   Sep 2013 – Aug 2021
DGS Staffing Agency, Toronto, ON

- Led the Event team while being the liaison between internal and external stakeholders and business partners. Provided retrospective reports in order to learn and address issues while promoting opportunities for training

and development events and diverse teams; ensuring high-level operational processes and conducting post-event analysis for clients
- Provided financial assessments, analytics and research to customers to generate cost-effective solutions for events implementing best practices
- Responded to internal and external inquiries, worked closely with supply vendors; maintained customer profile database
- **Environment**: NextCrew, Excel and MS Office.

Business Analyst   July 2003 – Feb 2013
Rede Energia S/A, São Paulo, Brazil

- Conducted market research, analysis and presented recommendations and metrics to management
- Developed and analyzed financial reports to support strategic initiatives of management, interpreting financial data as needed to achieve business alignment and business objectives
- Conducted risk analysis on finance, investment accounts and credit, reporting risk implications and mitigation strategies to management
- Implemented procedure development, including re-engineering payment reconciliation and automation of proposal endorsement, resulting in reduced financial losses and increased performance respectively
- Executed all job-related tasks in compliance with the financial policies and procedures that govern the activities of the Finance Department.
- **Environment:** SAS, SAP, Excel, MS Office, MS Access, and SQL Queries.

EDUCATION

Computer Programming and Analysis   Sep 2022 – Present
George Brown College -Toronto, Canada
Major: IT

Courses:

- Introduction to Full-Stack Development (JavaScript, HTML, CSS)
- Object-Oriented Programming (C#)
- Database Management (SQL Queries)
- Linux Essentials (Bash, Shell)

Bachelor of Business Administration   July 2008 – Dec 2012
Paulista University - Palmas, Brazil
Major: Business
Courses:

- People Management Fundamentals
- Financial Management
- Analysis of Financial Statements
- Information System
- Supply Management