

# Bruno Quinzan

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January, 2024

To the Hiring Committee:

I am writing to express my interest in work at IT business. As a recent Computer Programming graduate from Algonquin College, I am eager to enter this exciting field.

During my academic career and professional experiences, I thrived in high-pressure environments, strict deadlines, and direct contact with internal and external clients, remotely and in-person. The last few years, I was working as an Operational Analyst, acting as a liaison between the business area and the IT team. When participating in projects, I was able to experience the routine of meetings directed from the planning and design stage to implementation in a production environment, definition, and execution of tests from the end user's perspective, in addition to participating in training. Working together with the Quality Assurance Specialist motivated me to start the studies mentioned above.

In my opinion, effective development should be based on guidelines that can be carried out daily, meet the user's needs, giving the necessary support to organizations and open to diversity.

I believe in the concept of working closely with the customer to understand the unique goals, building a customized solutions and thinking in how to integrate features and functionalities. I believe the technology work as a tool and not as a main actor, empathy is a fundamental value and one that I try to include in my routine for client satisfaction.

As a personal characteristic, I am interested in new challenges, I believe in teamwork, empathy in listening and seeking to understand the needs of others, I understand that feedback is a powerful tool for evolution, I seek to achieve results that make the company and myself evolve.

Thank you in advance for considering my request.

Sincerely,

Bruno Quinzan

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## SUMMARY

I am a professional focused on achieving customer satisfaction, experienced in implementing projects related to improving existing operational software tools and implementing new ideas. As a subject matter expert, I served as a liaison with the IT team and working together with the Quality Assurance Specialist to design and execute tests from the user perspective, writing new guidelines and training. I am a customer-focused IT professional interested in finding a fulfilling work in this field.

## Relevant experience and technical SKILLS:

- Providing support for information technology issues to end users (remote and in-person)
- In-person assistance to resolve problems related to computers, peripherals
- Four years of experience in a technology or support related environment, broad knowledge of and practical experience with various software applications, operating systems
- Team Player and focused on Customer Service
- Empathetic, determined, proactive and critical thinking
- Design and execute tests cases and user acceptance testing
- Bug Tracking and Reporting
- Attention to details, process/guideline updates
- Familiarity with SQL, HTML, CSS, JavaScript, PHP

## WORK EXPERIENCE

### Sales Associate

TJX – HomeSense, Ottawa, Canada

October 2023 – Present

- Greet customers and enhance in-store experience
- Process daily shipments
- Ensure the organization and merchandise standards
- Cashier

### Operational Analyst

GOL Airlines, Sao Paulo, Brazil

January 2017 – September 2021

- Understand the needs of the operational area and mediate with the development area of new solutions and/or adjustments to existing systems
- Support for remote and in-person users

- Manage and configure user profiles according to each role
- Provide technical information to assist management in making decisions about new solutions
- Link between Managers, IT, Operations and Quality Assurance Specialist

## **VOLUNTEER EXPERIENCE**

### **Check-In Agent**

OceanAir

- Boarding of children with cancer to have their first experience of flying on an airplane

## **EDUCATION**

### **Computer Programming**

Algonquin College, Ottawa, ON

2023

### **Tourism**

Anhembi Morumbi University, São Paulo, Brazil

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