Francesco Coniglione

software engineer

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# Education

## Lakehead University | HBSc Computer Science | Orillia, ON September 2022 – April 2026

* Computer Programming Diploma, Georgian College

## University of Toronto | HBSc Life Sciences | Mississauga, ON September 2021 – April 2022

* UTM NextGen Lifeline, Co-Founder
* UTM Italian Student Association, General Member

# Experience

## Customer Experience Associate | TD Canada Trust July 2022 – Present

* Consistently surpassed monthly sales targets by promoting and selling financial products, including credit cards, lines of credit, and investment referrals, often pacing at over 200%.
* Resolved branch IT issues with Microsoft Office and Windows OS. Supported customers with mobile payments and Interac e-Transfer concerns, collaborating with the TD Digital Tech Team.

## Donor Centre Volunteer | Canadian Blood Services August 2021 – March 2022

* Worked collaboratively with phlebotomists and nurses in managing post-donation patient care, offering refreshments, restocking PPE, and helping move patients experiencing fatigue.
* **Provided information** to patients about the donation process and gave direction to appropriate areas.

## Pharmacy Assistant | Whitfield-Guardian Pharmacy November 2019 – July 2022

* Processed 20-30 prescriptions per hour with high accuracy using the PharmaClik database, ensuring data integrity and efficient workflows.
* Resolved insurance payment rejections and assisted hospital staff by retrieving and filtering customer data, demonstrating problem-solving and data management skills.

# Projects

## Ceasar CRM – Customer Relationship Management System February 2024 – Present

* Designed the UI/UX using Figma, and built the front-end application using Angular and custom CSS.
* Programmed the back-end using Node.js with an Express.js framework, used Auth0 by Okta to handle authentication. Leveraged PostgreSQL for the database and hosted my own APIs for data persistency.

## Predicting Corporate Bankruptcy with Machine Learning October 2024 – December 2024

* Explored the effectiveness of six supervised ML algorithms – kNN, Gaussian Naive Bayes, Decision Tree, Random Forest, Neural Network, and Logistic Regression – using the scikit-learn Python library.
* Resulted in ~85% accuracy after addressing class imbalance in the open-source dataset using randomly under sampled and SMOTE-balanced data. Presented data in an ACM-formatted manuscript.
* Discovered the pros/cons of each algorithm and the limitations to a small, imbalanced dataset.

## Simple Chat Application October 2024 – November 2024

* **Followed a detailed requirements document to develop a real-time chat application in Java to send messages between the client and server. Included login functionality and extensive exception handling.**
* **Gained experience with the Object Client/Server Framework (OCSF) and core software engineering principles.**

## QuickBite – Local Food Delivery System September 2024 – November 2024

* **Played a key role as a full-stack developer**, collaborating with a team of five to build a local food delivery web application using ASP.NET and Tailwind CSS.
* L**ed the development of specific static pages** and implemented data persistence within the customer module. Designed the Entity Relationship Diagram (ERD), managed the JIRA board for task tracking, and authored the system requirements document.

## Frim – Foundational Tools for Startups December 2023 – April 2024

* Built the static website using React and custom CSS. Constructed a separate cloud environment using Angular and Auth0 by Okta for authentication purposes. Integrated with Ceasar CRM.
* Made use of Axios to make HTTP requests to the cloud API to fetch data and manage user logins.
* Learned the limitations of JWT and cookie-based authentication, and the need for Single Sign-On (SSO) integration for streamlining large-scale SaaS authentication processes.

# Skills

Java / Kotlin; Python; React / Angular / Node.js / Express.js; ASP.NET (C#); WordPress (PHP); Microsoft Azure; MongoDB / Firebase; MySQL / PostgreSQL / SQL Server; Git / GitHub

# Honours & Awards

## Pitch Competition Winner | NASA Space Apps October 2024

* **Won one of the top three prizes** ($1,000) in a 48-hour local challenge, competing against 13 teams.
* **Collaborated with a team of six** to develop an LMS platform using Next.js and Node.js, aimed at teaching young people about the United Nations' 17 Sustainable Development Goals.
* Led the development of the admin panel to manage users, content and analytics; also completed all administrative tasks (e.g. final presentation documents) and helped in other areas as necessary.

## Dean’s List | Lakehead University September 2024

* Achieved an average of at least 80% and met the approval of the Dean.

## Recognition of Entrepreneurial Achievement | HBEC June 2024

* Successfully graduated from the Further Faster Program by the Henry Bernick Entrepreneurship Centre (HBEC) and applied for the 2024 Grand Pitch Competition.
* Wrote a strategic business plan for a tech company, participated in workshops, networked with local entrepreneurs, and constantly refined a business pitch according to feedback.

# Languages

English (Native); French (Intermediate)