Alejandro Mercado

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Detail-oriented Software Developer with a strong foundation in project management and front-end development. Experienced in improving operational efficiency through innovative processes and solutions. Adept at leading teams to achieve goals and ensuring quality standards are met, seeking to leverage programming skills and technical knowledge to develop software solutions.

Education

Computer Programming Diploma   **Expected graduation date: May 2025**
Seneca Polytechnic, Toronto
4.0 cumulative GPA. Named to the President's Honor List for the Winter and Summer 2024 terms.

Bachelor's Degree in Audio Engineering   **January 2019 - December 2021**
SAE Institute, Mexico City
Top of the class, achieving a 4.0 GPA. Learned C# to implement the audio and develop a 3D videogame. Thoroughly revised all the audio production steps for music, films, and video games; including studio recording and live sound.

Professional experience

Lab Assistant   **May 2024 - Present**
Seneca Polytechnic, Markham
- Provide support to the professor by answering questions on programming topics for a group of over 30 students.
- Solidified my knowledge of C, while practicing problem-solving and debugging techniques to help the students complete their assignments.

Retail Sales Associate   **March 2024 - Present**
Winners & Homesense, Vaughan Mills
- Provide exceptional customer service by greeting and assisting customers, answering questions about products, and helping them find items.
- Process customer transactions at the cash register, including handling payments and issuing receipts.
- Learn how to multitask under pressure and solve clients' needs while maintaining a positive attitude.

Project Manager   **February 2022 - March 2024**
John Marshall Media, Mexico City
- Supervised the editors, ensuring that the quality of their edits was up to the company's standards, which led to a 60% increase in yearly sales.
- Ensured that all projects were delivered on time by communicating with the project management team to have the appropriate resources, increasing customer satisfaction by 90%.
- Managed deadlines and progress of multiple projects by talking to different project managers and working a spreadsheet with all incoming and outgoing projects of the company, meeting the proposed deadlines in 95% of the projects delivered.
- Revolutionized the method for giving feedback to the editors, which led to an increase in efficiency for 70% of the workforce, which resulted in becoming the fastest-scaling employee in the company.

Skills and achievements

3rd place in Seneca Housing Hackathon 2024
Designed a solution with my team for a website called LeaseLens, which analyzes any lease and gives recommendations on improving it using generative AI. Placed third place overall out of over 200 teams that registered.

Languages and software
- C/C++, C#, Python
- HTML/CSS/JavaScript
- Oracle SQL
- Linux, Windows
- Unity Game Engine
- Wwise
- Microsoft Office
- Canva
- Jira
- Figma