

Mark Sbitnev

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Summary:

- Experienced software developer with 5 years of hands-on coding in various programming languages, leveraging **APIs, frameworks, and algorithms** to build scalable efficient solutions.
 - Strong foundation in **object-oriented programming, data structures, statistics, mathematics, operating systems, and 3D design and modeling**. Led a team as captain in the FIRST Robotics Competition, overseeing design, strategy, and implementation while fostering collaboration, leadership, and innovation.
 - Possess expertise in **machine learning and computer vision**, conducting experiments to refine models using **statistical methods** to improve accuracy and performance.
 - Experienced across multiple industries, including roles as a **CRM Manager and Military Sergeant**, demonstrating leadership, strategic management, and a solutions-oriented mindset.
 - Strong interest in **robotics**, continuously seeking to apply software development skills to experiment with and solve complex real-world problems in dynamic, interdisciplinary environments.
 - Proficient in applying **mathematical principles to problem-solving, optimization, and data analysis**, with a deep understanding of computational complexity and **performance analysis**.
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Education

TORONTO METROPOLITAN UNIVERSITY

Bachelor of Computer Science (Hons) *currently enrolled*

Skills

Code: Python, C++, C#, Javascript, SQL, BASH, Motorola 6809 Assembly, React, CAD Modeling, Object Detection (YOLO), Arduino, OpenCV, TensorFlow, WebSocket

Expertise: Computer Vision, Machine Learning, Robotics Simulation, Embedded Systems, Algorithms, Git, Agile Development.

Design : 3D Printing, Fusion 360, SolidWorks, Unity 3D, Robotics Kinematics, Hardware Integration

Languages: Russian (native) Hebrew(Fluent) English (Fluent)

Additional: First Aid Certified

Projects

Autonomous Robot

-Designed and programmed an autonomous robot using **Arduino** and **Python** to complete an obstacle course and compete against other robots.

-Developed and implemented robotic algorithms for navigation and decision-making. Engineered custom components using **AutoCad** to optimize performance.

Self Driving Car

-Developed a self-driving car system with custom-trained models for line navigation and custom road sign detection.

-Trained model using **OpenCV** for sign recognition and **integrated YOLO** for real-time detection using statistics and statistical analysis for calculations.

-Built a **Unity 3D** simulation prototype using **WebSocket** communication between computers, implementing computer vision in **C#** and handling model training and signaling in

E Commerce Wellness Platform

- Developed a full-stack e-commerce platform with **React** for the frontend and a MongoDB-powered **SQL database**.
- Integrated Stripe API for secure payment processing and seamless transactions.
- Implemented Amazon-style features, including product recommendations, cart management, and order tracking using **Javascript**.

Work History:

Summer Camp Counselor

American International School Summer Camp | June 2015 – August 2017

- Created a program that integrated STEM-focused activities with traditional summer camp fun, resulting in a 30% increase in sign-ups for science and tech-related workshops.
- Organized and led a variety of engaging activities including sports, arts, and educational games, fostering a fun and inclusive learning environment.
- Collaborated with other staff to ensure smooth camp operations and communicated effectively with parents regarding camper progress and needs.
- Developed and taught Photoshop classes, helping students create digital art projects that showcased their creativity and technical skills.

Disability Counselor

Sulamot Group | September 2017

- Contributed to the development of a program-wide initiative for individualized learning plans, impacting over 20 students.
- Assisted children in understanding educational materials and socializing, helping them to develop key skills for their growth.
- Successfully supported a child in a social skills program, leading to improved interaction with peers in less than three months.
- Assisted in creating a feedback loop with parents, improving communication about each child's progress.
- Created and led a sensory-friendly environment, reducing sensory overload for children and decreasing behavioral incidents by 30%.
- Provided emotional and behavioral support during group activities, leading to a 20% improvement in group participation and cooperation.

Lifeguard

Herzliya Municipality | June 2016 – September 2017, June 2019 – September 2021

- Ensured the safety of beachgoers by monitoring swimmers, enforcing safety rules, and performing rescues when necessary.
- Worked with the local government to help improve safety regulations, contributing to new policies that expanded safety measures on the beach.
- Improved beachgoer safety by providing first aid assistance in two emergency situations, ensuring rapid response times.
- Conducted daily safety briefings and beach hazard assessments, reducing incidents by 27% through proactive prevention and awareness campaigns.

Military Sergeant

Israeli Defense Forces | November 2017 – May 2019

- Managed a team of 5 privates, reducing operational downtime by 20% through streamlined communication and training methods.
- Developed and conducted training that reduced response times in emergency drills by 15%.
- Oversaw successful execution of high-risk missions, contributing directly to national security efforts.
- Fostered team cohesion, leading to a more motivated and responsive group, which earned recognition from senior officers for excellence.
- Conducted detailed debriefings post-operation, identifying key takeaways and improving future mission preparedness, which increased efficiency by 15%.
- Coordinated and managed equipment logistics, improving supply chain efficiency and ensuring 100% equipment readiness for all missions.

CRM Manager

eToro | January 2019 – December 2021

- Managed and analyzed a customer database of over 12,000 clients, providing actionable insights that helped improve marketing strategies.
- Introduced automation tools that reduced manual data entry by 40%, improving team efficiency and reducing human error.
- Analyzed customer data to drive strategic decisions and improve communication and engagement with clients.
- Spearheaded the integration of a new CRM tool that streamlined communication and reduced customer response time by 25%, significantly improving overall customer satisfaction.
- Reduced churn rate by 18% by identifying at-risk customers and implementing proactive engagement strategies, including targeted email marketing and personalized support
- Implemented automated workflows that resulted in a 10% increase in operational efficiency, freeing up resources for higher-value tasks.
- Contributed to the development of company-wide customer engagement strategies, aligning CRM efforts with broader organizational goals and increasing customer lifetime value.

Bartender

Ritz-Carlton | March 2020 – November 2022

- Provided exceptional service in a high-end, fast-paced environment, ensuring guest satisfaction while preparing and serving drinks.
- Increased bar revenue by 20% by introducing a new cocktail menu that attracted more guests and led to higher average checks.
- Ensure 100% compliance with health and safety regulations, maintaining a clean, safe environment and receiving top scores during health inspections.