Mario Martinez

Software Engineer

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in LinkedIn ◯ GitHub 🌐 Portfolio Website

👤 Professional Summary

Aspiring Software Engineer eager to contribute to full-stack development teams and further elevate my skills using HTML, CSS, JavaScript, React, Node.js, and MongoDB.

</> Projects

🌐 Portfolio Website

Built my own personal portfolio website from scratch using my HTML, CSS, and design skills.

🌐 Calculator App

Created and designed a calculator web application with HTML, CSS, and JavaScript. The visual design was inspired by the iOS calculator app however; I chose a different colour palette to make it more unique.

🌐 Etch-A-Sketch App

Built a web app using HTML, CSS, and JavaScript to mimic other basic digital painting tools.

🌐 Rock Paper Scissors App

Created a simple rock-paper-scissors web app using HTML, CSS, and JavaScript. A user can play against the computer and the winner will be determined through JavaScript logic.

⚙ Skills

Frontend

HTML, CSS, JavaScript, React.js, Material UI

Backend

Node.js, Express.js, Java, C#, MongoDB, NoSQL, SQL

Tools & Technologies

Git, Visual Studio Code, Microsoft Copilot, ChatGPT, Claude.ai

🖥 Work Experience

Toronto District School Board   April 2016 - August 2021
Client Service Desk Agent

- Delivered first-level technical support to staff via phone, email, and web chats across Canada's largest school board with ~41,000 employees
- Diagnosed and resolved issues across Windows, ChromeOS, and macOS platforms, ensuring smooth user experiences
- Served as the first point of contact for incidents and service requests
- Contributed to a 20% reduction in repeat tickets by promoting preventative solutions and user guidance

SAP HR Service Desk Agent/Trainer

- Resolved second-level SAP HR-related issues for administrative personnel, ensuring confidentiality and compliance
- Designed and implemented training materials based on user needs; facilitated sessions for over 100 staff in both in-person and virtual formats
- Played a key role in weekly planning meetings to align technology support with HR operational goals
- Reduced onboarding time for new employees by streamlining instructional workflows and simplifying process guides

Field Service Technician

- Assisted in delivering in-person tech support, resolving hardware and network-related incidents. The TDSB has 579 school sites serving 239,000 students
- Re-imaged, repaired, and configured devices on-site, cutting service disruptions by 40%
- Performed cable management, device installations, and network setup according to board-wide IT standards
- Supported rollouts of new devices across multiple school sites, coordinating delivery, setup, and testing to meet project timelines

🎓 Education

Systems Technician – Software Engineering

Sheridan College   2021 - 2023
Davis Campus, Canada

Honours Bachelor of Game Design

Sheridan College   2014 - 2018
Trafalgar Campus, Canada

🏆 Recent Achievements

The Odin Project – Web Development Foundations

The Odin Project   June 2025

The Web Developer Bootcamp

Udemy   December 2024