

MARIO MARTINEZ

An eager and motivated developer with a background in Game Design and IT. Recently educated in JavaScript, HTML, CSS, Node, Express, MongoDB, Mongoose, and React. Experience designing, developing, and prototyping multiple games in College. Extensive experience working in teams with various levels of staff, problem solving, meeting tight deadlines as well as identifying and troubleshooting computer technology issues and providing direct customer service support.

Contact Me

Website

www.

<https://www.marimarz.com>

Email (preferred method)

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Mobile



+1(647) 621-7060

Highlights of Qualifications

- Proficiency in Front-End Development Technologies such as HTML, CSS, JavaScript, and React.
- Experience creating responsive web pages.
- Capable of breaking up an application into React components to increase re-usability and making the UI easier to manage.
- Knowledge of Back-End Technologies such as Node.js, Express, MongoDB, SQL, and Java.
- Educated on APIs as well as RESTful practices for Back-End development.
- Ability to work collaboratively using version control technologies like Git.
- Able to work with the terminal using Bash.
- Excited and willing to learn any technology that would be beneficial.
- Rapid and flexible learner with strong experience learning quickly and performing effectively on the job, as required in all previous employment opportunities.
- Vast experience working on different types of documentation (design, developmental, instructional) developed while creating and updating detailed documentation in the Human Resources Information System Training department at the Toronto District School Board.
- Excellent verbal and written communication skills to interact tactfully and professionally with clients and co-workers, developed through team-oriented and customer service-focused jobs as well as years of professional education. This experience includes communicating with clients and colleagues in person, over the phone, through email, web chats and support tickets.
- Demonstrated experience creating and presenting training materials while working at the HRIS/myINFO Help Desk, completing Game Design Degree, and participating in regular team meetings at the TDSB and Yugen Interactive Inc.
- Strong experience analyzing, problem-solving, and meeting different user needs.

Technical Skills



Education

- **Sheridan** Faculty of Continuing and Professional Studies 2014 - 2018
 - Honours Bachelor of Game Design Focused on learning different types of technology, diverse software, creating in-depth documentation, and implementing these skills into game design/development team projects. [\[CLICK HERE\]](#)
 - Computer Systems 2021 - 2023
 - Technician - Software Engineering Diploma Focused on learning programming concepts, Object Oriented Programming, several programming languages (JavaScript, SQL, C#, Java, etc.), HTML and CSS, frameworks, as well as touching on other technologies such as networks and cyber security.
- **Udemy** 2024
 - The Web Developer Bootcamp 2024 by Colt Steele

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Employment History

Toronto District School Board

May 2018 - 2021

Field Service Technician /
Client Service Desk Agent / SAPHR Trainer

May - August 2016



- Ability to rapidly acquire skills and resolve IT issues.
- Experience re-imaging computers using Ghost and Acronis disk imaging software as well as installing and updating drivers (on Window's desktop computers, Window's surface tablets, Macs), and resetting Google Chromebooks.
- Extensive experience handling phone/webchat/email and voice-mail interactions, creating and resolving tickets using the Remedy and ServiceNow ticketing systems at the Client Service Desk and assigned to me as a Field Service Technician and SAPHR trainer. Also, proficient at searching through client ticket history, scanning through work info, and updating tickets.
- Experience with cable management in hubrooms, identifying and replacing faulty cables and switches as well as setting up different network elements, e.g. network printers and Cisco handsets.
- Prepared and delivered lesson plans while working as a SAPHR trainer. Process involved learning new technologies and business processes, developing lesson plans, and then training staff.
- Experience using remote assistance tools to guide and assist users remotely, for example, Dameware RC and TeamViewer.
- Exceeded supervisor's expectations by working under pressure on a small team and effectively migrating 90% of users to a new server.
- Troubleshooted and problem-solved user issues brainstorming solutions until the most efficient one was found.
- Expertly appeased frustrated users by communicating methodically with them during troubleshooting process.

Yugen Inc.

January - April 2017

Game Design Intern

- Created and tested several different pieces of interactive content to showcase the software and cater to the interest of the target audience.
- Worked one-on-one with CEO and lead technical designer in the design and creation of content.
- Participated in bi-weekly team meetings and provided effective feedback.
- Designed concepts and mockups for future possible systems.

Sheridan College Sprint Week 2015

Game Designer & Artist

- Designed and developed a game for special needs children in a small randomly selected team under an extremely tight deadline for the Holland Bloorview Kids Rehabilitation Hospital. Additionally, stepped out of my comfort zone and took charge as the lead artist. Game was shortlisted as one of the top games.