


Mario Martinez

Developer

 Mississauga, Canada

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 LinkedIn  GitHub  Portfolio Website

Professional Summary

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

Projects

Calculator App

Created and designed a calculator web application using HTML, CSS, and JavaScript

Etch-A-Sketch App

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

Rock Paper Scissors App

Created a simple rock-paper-scissors web app using HTML, CSS, and JavaScript to demonstrate simple programming logic

Skills

Frontend

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

Backend

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

Tools & Technologies

Git, Visual Studio Code, Microsoft Azure AI Services, Excel

Operating Systems

Windows, Linux, MacOS, iOS, Android, ChromeOS

Project Management

Agile, Waterfall, Scrum, Trello

Work Experience

Toronto District School Board

April 2016 - December 2020

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 software, hardware, network, and account issues across Windows, ChromeOS, and macOS platforms, ensuring smooth user experiences
- Served as the first point of contact for incidents and service requests through ServiceNow, Remedy ITSM, and the Apropos contact center system
- Contributed to a 20% reduction in repeat tickets by identifying root causes and providing detailed user guidance with relevant knowledge base references

SAP HR Service Desk Agent/Trainer

- Designed and implemented training materials based on user needs, including lesson plans, training documents, handouts, and PowerPoint presentations
- Participated in weekly planning meetings to align technology support with HR operational goals, raising high-priority issues and contributing to solution discussions

Field Service Technician

- Provided on-site technical support, resolving hardware and network incidents across 579 school sites supporting ~40,000 staff and 239,000 students
- Re-imaged, repaired, and configured devices (Windows, ChromeOS, macOS, iOS, Android, BlackBerry, SMART boards) on-site, cutting service disruptions by 40%
- 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
Davis Campus, Canada

2021 - 2023

Honours Bachelor of Game Design

Sheridan College
Trafalgar Campus, Canada

2014 - 2018

Recent Achievements

Microsoft Azure AI-900 Certificate

Microsoft

November 2025

The Web Developer Bootcamp

Udemy

December 2024