MARIO MARTINEZ

An eager and motivated developer with a background in Game Design and IT. Recently educated in JavaScript, HTML, CSS, Node, Express, MongoDB, and Mongoose. Currently learning 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

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Highlights of Qualifications

- 4 year Honours Bachelor of Game Design - Sheridan College program focused on the use of different types of technology, rapidly learning diverse software, creating in-depth documentation, and implementing these skills into game design/development team projects. [CLICK HERE]

- 2 year Diploma in Software Engineering - Sheridan College program 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.

- 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, while working on numerous different projects in the Game Design program, and also while completing an internship as a Game Designer for Yugen Interactive Inc.

- Experience working in diverse technical environments such as Field Services, Client Service Desk, Telecom, and HRIS/myINFO Help Desk at the TDSB.

- Rapid and flexible learner with strong experience learning quickly and performing effectively on the job as required in all previous employment experiences.

- Excellent verbal and written communication skills to interact tactfully and professionally with clients and co-workers, developed through years of professional education as well as team-oriented and customer service-focused jobs.

- Strong written communication skills demonstrated through written essays, reports, user guides, and creating/updating customer service 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

Windows	iOS	Word	PowerPoint	Excel	MS Teams
Photoshop	Illustrator	HTML	CSS	JavaScript	NoSQL
SAP	Unity	Unreal	VS Code	NodeJS	Git

Education

- **Sheridan** | Faculty of Continuing and Professional Studies

  - Honours Bachelor of Game Design — 2014 - 2018
  - Computer Systems Technician - Software Engineering Diploma — 2021 - 2023

- **udemy**

  - The Web Developer Bootcamp 2024 by Colt Steele — 2024

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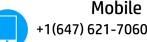
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Employment History

Toronto District School Board — May 2018 - 2021 / May - August 2016

Field Service Technican / Client Service Desk Agent / SAPHR Trainer

- 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.
- Troubleshot 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.