

Mario Centis

Results-driven IT professional with 10+ years of experience, now pivoting into Python development with a focus on data systems, automation, and game development.

Professional Experience

IT Technical Analyst · **Civida** Feb 2023 – Present

- Led company-wide Multi-Factor Authentication (MFA) setup to secure data access
- Built server-based scripts to automate tasks like password resets and user creation, cutting process time by 25%
- Spearheaded SharePoint migration, improving folder structure and usability
- Collaborated with vendors to reduce system downtime by developing custom IT solutions
- Created user guides and flowcharts to enhance internal knowledge sharing
- Designed and implemented Mobile Device Management (MDM) to enhance corporate security
- Managed third-party systems for video and card access controls

IT Service Desk Analyst · **Civida** May 2019 – Jan 2023

- Deployed Board Management Software to streamline operations
- Cut on-boarding setup time by 50% through automation and training
- Resolved 10–15 support tickets daily, improving resolution time by 30%

Desktop Support · **Alberta Blue Cross** May 2018 – Apr 2019

- Tier 1 level support for all incoming tickets
- Deployed Windows images and software using SCCM
- Built and configured PCs, ensuring IT policy compliance
- Resolved 15–20 tickets daily addressing hardware/software issues

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Skills

Programming Languages

Python, SQL, Power Shell, HTML, CSS

Libraries

Turtle, Pandas, Matplotlib

Tools & Platforms

Git, GitHub, WordPress, Terminal, RSAT

Projects

Snake Game

Classic Snake game with collision detection and high score tracking.

Personal Finance Tracker

Effortlessly add transactions, view them in a detailed list, and analyze spending trends through interactive plot graph.

Folder Organizer

Automatically organizes files inside of the Downloads folder placing all items into separate folders based on file type.

Education

NAIT

Bachelor of Applied Information
Systems Technology