Antonio C. Decastro

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Online Portfolio: acdecastro.github.io/Antonio-Decastro-Portfolio/

LinkedIn: linkedin.com/in/antonio-decastro-58090915a/

GitHub: github.com/ACDecastro

Education

2017-2019 | MCDANIEL COLLEGE | BACHELOR OF ARTS
- Major: Computer Science
- Minor: Business Administration
- Computer Science Honor Society Member
- Notable Classes: Operating Systems, Cloud Computing, Intermediate Java Programming, Data Structures

Work Experience

I.T. HELP DESK TECHNICIAN | MCDANIEL COLLEGE | OCTOBER 2018-DECEMBER 2019 (20 HRS. WK.)
- First line of support for all information technology assistance.
- Assisted with student, staff, and faculty account creation and maintenance.
- Performed hardware setup, configuration, upgrades, repair, replacement, and support.
- Performed software installation and updates.
- Re-routed communications to relevant departments and specialists.
- Gathered relevant data and information for effective problem troubleshooting.
- Created and completed task tickets using ManageEngine Service Desk Plus.

I.T. CONSULTANT | YESDI INC. | MAY 2019-DECEMBER 2019 (15 HRS./WK.)
- Set up and prepared computer devices and systems for sale to clients.
- Set up and maintained local computer networks.
- Used remote desktop capabilities to troubleshoot clients' computers.
- Used open-source, web-based software to build enterprise solutions.

REMOTE I.T. HELP DESK REPRESENTATIVE | PANSOPHIC LEARNING (CONTRACTED THROUGH CONSULTNET) | AUGUST 2020-OCTOBER 2020 (42.5 HRS. /WK.)
- Provided I.T. support to students, parents, teachers, and staff from schools in Ohio, Michigan, and California. These included schools like OHDELA, Michigan Online School, and the Accel Schools network.
- Helped smooth the transition from traditional school to hybrid and online school systems during the sudden massive rush to remote learning due to the COVID pandemic.

- Used tools such as Google Admin, PowerSchool, and Canvas for password resets, account maintenance, and remote device provisioning.
- Communicated with users via live chat, phone (using Ring Central VOIP system), and email to answer questions, and troubleshoot technical issues.
- Communicated with coworkers using email and Microsoft Teams to request assistance and information, collaborate on issues, and attend online meetings.
- Used Autotask ticketing system to submit work tickets, record customer interactions, track troubleshooting progress, and find new tasks to work on.
- Used Google Chrome Remote Desktop to work directly on customer's Chromebooks and computers.

Skills & Abilities

LANGUAGES
- Conversational Filipino

TECHNICAL SKILLS
- Languages: JAVA, Javascript, HTML, CSS
- Tools: JQuery, Git, Bootstrap

LEADERSHIP
- Advanced EZ Cash LLC, Assistant Manager
- McDaniel College Asian Community Coalition Co-President / Treasurer
  - Creating and scheduling club activities for the academic year.
  - Organizing and executing club events and logistics.
  - Mediating conflicts between club members.

PROJECT EXAMPLES
- Code Quiz
  - https://github.com/ACDecastro/Code-Quiz
  - This application quizzes the user on computer knowledge and stores their score in the browser memory.
  - Uses HTML, Javascript, and Bootstrap
- Password Generator
  - https://github.com/ACDecastro/Password-Generator
  - This application randomly generates a password based on criteria given by the user.
  - Uses HTML, CSS, Javascript, Jquery, and Bootstrap
- Work Day Scheduler
  - https://github.com/ACDecastro/Work-Day-Scheduler
  - This application allows you to write down and save tasks for 9AM to 5PM of the current day and then updates the page to reflect upcoming, current, and passed deadlines.
  - Uses HTML, CSS, Javascript, Jquery, and Bootstrap