

Antonio Karlo Mijares

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PROFILE

- Self-taught systems and network administrator with 2 years of customer service experience in a help desk and teaching environment
- Provided technical support to an average of 15-30+ users daily through email, chat, and phone
- Active member in the tech team at Greenhills Christian Fellowship Peel
- **Operating Systems:** Windows 7,8,10, Server 2008, 2012, 2016; Ubuntu, CentOS 7/8, Arch Linux, Raspbian, Unraid
- **Help Desk:** SysAid, PDQ Deploy and Inventory, Bomgar Support Client
- **Languages:** Python 3, Bash, Powershell
- **Applications:** VMware, Virtualbox, AS400/iSeries, Confluence, MS Office Suite, Active Directory, SQL Server Management Studio, Ansible
- **Networking:** Cisco, Pulse Secure (VPN), ZeroTier

RELEVANT EXPERIENCE

Ontario Teachers' Pension Plan

January 2020 – April 2020

IT Support Analyst

Toronto, ON

- Utilized a digital workflow program (ServiceNow) to manage and create technical tasks and incidents
- Provided technical support with Windows systems, AS400/iSeries, and internal software
- Created and updated new and current documentation on Confluence
- Completed daily and weekly tasks assigned by the manager and team
- Experimented with Microsoft Flow and File Maker to automate the user creation workflow as part of a tentative project
- Contacted Lenovo for replacement parts whenever necessary
- Deployed 50+ workstations for the company using pre-created boot images

Equitable Bank

April 2019 – August 2019

IT End User Support

Toronto, ON

- Assisted employees on their technical needs using the SysAid ticketing system
- Remoted connected into client's computers to assist with their system configuration
- Created, terminated, and transferred accounts for users using Active Directory and internal software
- Created and deployed packages on clients' computers using PDQ Deploy, while maintaining and managing those devices using PDQ Inventory
- Participated in technical stand-up meetings to communicate with the team on our accomplishments and upcoming goals for the work week
- Took part in the IT Onboarding Project by automating date checking using Microsoft Flow as part of an improved user onboarding process

Seneca College

January 2019 – April 2019

Computer Lab Assistant

Toronto, ON

- Assisted students with understanding the basics of MySQL during weekly lab classes
- Analyzed completed labs for accuracy in the related lesson

Greenhills Christian Fellowship Peel

VBS Volunteer

August 2012 – August 2019

Mississauga, ON

- Volunteered in the yearly summer 1 week children's camp
- Coordinated with team leaders to photograph events that is compiled in the video album
- Encouraged children to be part of the ongoing picture/event
- Supervised individuals whenever necessary

Greenhills Christian Fellowship Peel

Tech Team Member

January 2010 – Present

Mississauga, ON

- Assembling and tearing down audio and video equipment for the weekly services
- Provided assistance with transitioning to an 'at home service' by detailing the technical process for an efficient workflow
- Managing and maintaining the online weekly service and the recently procured file servers via NextCloud

EDUCATION

Seneca College

Computer Systems Technology – Advanced Diploma with Honours
Computer Networking and Technical Support – Diploma

December 2020

Toronto, ON

Toronto, ON

CERTIFICATIONS AND ACHIEVEMENTS

Microsoft

Azure Fundamentals

April 2021

WhizLabs

Microsoft Azure Fundamentals (AZ-900) (Course Completion)

March 2021

Seneca College

President's Honour List

December 2020

INTERESTS

- Deployed a home server and installed Unraid as the operating system to learn system administration practices
- Installing Operating Systems in a virtualized environment (VMware) to learn the basic functionality
- Maintaining and updating my personal site (www.akmijares.ca) using Markdown on GitHub