Antonio Karlo Mijares

antonio.karlo@akmijares.ca | (647) 303-4456 | linkedin.com/in/akmijares/

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
- **Help Desk:** SysAid, PDQ Deploy and Inventory, Bomgar Support Client
- **Operating Systems:** Windows 7,8,10, Server 2008, 2012, 2016; Ubuntu, CentOS 7/8, Arch Linux, Raspbian, Unraid
- **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
- Remotely 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   **August 2012 – August 2019**
VBS Volunteer   *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   **January 2010 – Present**
Tech Team Member   *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   **December 2020**
Computer Systems Technology – Advanced Diploma with Honours   *Toronto, ON*
Computer Networking and Technical Support – Diploma   *Toronto, ON*

CERTIFICATIONS AND ACHIEVEMENTS

Microsoft   **April 2021**
Azure Fundamentals

WhizLabs   **March 2021**
Microsoft Azure Fundamentals (AZ-900) (Course Completion)

Seneca College   **December 2020**
President's Honour List

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