Antonio Karlo Mijares

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WORK EXPERIENCE

Ontario Teachers' Pension Plan   **Jan. 2020 – April 2020**
IT Support Analyst Intern   *Toronto, ON*
- Utilized ServiceNow to manage and create incidents up to L3
- 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
- Experimented with Microsoft Flow and File Maker to automate the user creation workflow
- Deployed 50+ workstations

Equitable Bank   **April – August 2019**
IT End User Support Intern   *Toronto, ON*
- Assisted employees on their technical needs using the SysAid ticketing system
- Remoted into clients' computers using Bomgar when necessary
- Created, terminated, and transferred accounts for users (Active Directory, PortfolioPlus, FileNexus, WDS)
- Created and Deployed Packages using PDQ Deploy, managed computers using PDQ Inventory
- Participated in weekly discussions for upcoming and completed work
- Took part in the IT Onboarding Project by automating date checking with Microsoft Flow

VOLUNTEER EXPERIENCE

Tech Team Member   **Jan. 2010 – Present**
Greenhills Christian Fellowship Peel   *Mississauga, ON*
- Setting up equipment for the weekly service
- Assisted with the "Service From Home" transition due to lockdown procedures
- Managing and maintaining the online weekly service in a virtual machine using OpenLP and Zoom

EDUCATION

Seneca College   **Dec. 2020**
Computer Systems Technology – Advanced Diploma with Honours   *Toronto, ON*
Computer Networking and Technical Support – Diploma   *Toronto, ON*

SKILLS & INTERESTS

- **Operating Systems:** Windows 7,8,10, Server 2008, 2012, 2016; Ubuntu, CentOS 7/8, Arch Linux, Raspbian, Unraid
- **Languages:** Python 3, Bash Scripting, Powershell
- **Software:** Packet Tracer, Putty, VMware, Virtualbox, WordPress, PDQ Deploy and Inventory, Bomgar Support Client, AS400/iSeries, Confluence, Microsoft Office Suite, Zoom, Active Directory, SQL Server Management Studio, Ansible
- **Networks**: Cisco, Pulse Secure
- **Hardware:** Computer Assembly, Raspberry Pi 3, Audio-Video Equipment, Polycom, Cisco Phones, Avaya
- Installing Virtualized Operating Systems to understand basic usage of the system
- Developing basic programs and uploading to GitHub for personal use
- Building and upgrading my personal computer
- Watching Youtube videos to get a better understanding of technology
- Maintaining and upgrading the family NAS for performance and capacity using Unraid