

Antonio Karlo Mijares

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WORK EXPERIENCE

Ontario Teachers' Pension Plan

Jan. 2020 – April 2020

IT Support Analyst (Internship)

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 2019 – August 2019

IT End User Support (Internship)

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

- 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
- Administrating multiple file servers and monitoring backups

EDUCATION

LinkedIn

March 2021

Learning Linux Command Line (Course Completion)

Seneca College

Dec. 2020

Computer Systems Technology – Advanced Diploma with Honours

Toronto, ON

Computer Networking and Technical Support – Diploma

Toronto, ON

CERTIFICATIONS

Microsoft

April 2021

Azure Fundamentals

SKILLS

- **Operating Systems:** Windows 7,8,10, Server 2008, 2012, 2016; Ubuntu, CentOS 7/8, Arch Linux, 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, Nextcloud
- **Networks:** Cisco, Pulse Secure, Ubiquiti
- **Hardware:** Computer Assembly, Raspberry Pi 3, Audio-Video Equipment, Polycom, Cisco Phones, Avaya