Antonio Karlo K. Mijares

647.303.4456 | AK.Mijares99@gmail.com

Speedy905 on GitHub | linkedin.com/in/akmijares | speedy905.github.io

Technical Skills

- **Operating Systems:** Windows 7,8,10, Server 2008, 2012, 2016; Ubuntu, Centos, 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 Software:** Office 365, Sharepoint 2010 and Online, Teams, Flow, SQL Server Management Studio
- **Networks:** Cisco, Pulse Secure
- **Hardware:** Computer Assembly, Raspberry Pi 3, Audio-Video Equipment, Polycom, Cisco Phones, Avaya

Work Experience

IT Support Analyst Intern - January to April 2020

Ontario Teachers' Pension Plan - 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
- Deployed 50+ workstations

IT End User Support Intern - April to August 2019

Equitable Bank - 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

Education

Seneca College - Toronto, ON

- Computer Networking and Technical Support - 2017 to 2020
  - Ontario College Diploma
- Computer Systems Technology - 2017 to present
  - Ontario College Advanced Diploma

Projects

IT Onboarding - March to April 2020

Ontario Teachers' Pension Plan

- Cancelled due to COVID-19
- Experimented with Microsoft Flow and File Maker to automate the user creation workflow

IT Onboarding - July to August 2019

Equitable Bank

- Automated the new user creation process using Microsoft Flow and Sharepoint
- Focused on checking certain dates and automate the procedure

Surfbox Upgrade - June 2019

Equitable Bank

- Upgraded whitelisted computers to modern hardware while maintaining security policies

Awards and Certifications

- Remove Support Console v19 - 2019
- Ontario Scholar - 2017
- Specialist High Skills Major (SHSM) in Information Communications Technology - 2017

Activities and Interests

- 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