ANTONIO KARLO MIJARES

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LinkedIn | Website

SUMMARY

Dedicated and detailed oriented Junior System Administrator with strong foundation in IT infrastructure and successfully managing various systems and networks.

TECHNOLOGIES

- Active Directory	- Google Workspace	- SentinelOne
- Vmware	- Sophos	- 1Password
- Linux	- Fortinet	- BarracudaRMM
- Azure	- Ubiquiti	- Intune
- Bash	- Cisco Meraki	- HPE Servers
- Powershell	- Veeam	- Aruba Switches
- Microsoft 365	- Rapid Recovery	

PROFESSIONAL EXPERIENCE

Junior System Administrator

Netagen | April 2023 - January 2025

- Ensured 100% success rate for backup jobs using Recovery/Veeam.
- Performed maintenance on appliances and production servers.
- Followed specific procedures of preparing servers/virtual machines, workstations, and laptops for customers and internal users, automating processes whenever possible.
- Travelled to different customer sites within the GTA to perform contractual duties as needed.
- Shipped and received equipment whenever necessary.
- Assisted internal users with technical issues.
- Contacted and escalated to external vendors for advanced technical support.
- Participated in internal and external projects.
- Ordered equipment through the TDSynnex distribution website.
- Automated tasks with Bash/Powershell.
- Deployed and managed company deployed iPhones through the Rogers portal and Intune.

M365 Administrator

Greenhills Christian Fellowship Peel | January 2024 - February 2024 (Contract)

- Migrated 20+ email accounts and archived historical data from Siteground to Microsoft 365
- Established DNS configurations in Cloudflare, improving domain management and security posture.
- Onboarded the GCF Peel staff onto the MS365 environment, while also applying Microsoft recommended security practices and policies.

Junior Network & Help Desk Administrator

NVG Communication Inc | November 2021 - October 2022

- Delivered hybrid technical support to the Diamond and Diamond Law Firm.
- Escalated tickets to vendors for advanced issues as needed.
- Performed onboarding and offboarding duties with Active Directory and Microsoft 365 Admin/Google Workspace

- Streamlined mail flow and filter spam emails using the Exchange Admin Center.
- Developed new procedures and protocols to improve workflow efficiency.
- Assisted in several projects.
- Managed Microsoft licences by activating/deactivating whenever necessary.
- Created and maintained internal documentation.

IT Support Analyst Intern
Ontario Teachers' Pension Plan | January 2020 - May 2020
- Created and managed IT tasks, documented incidents, and provided hybrid technical support to the Member Services Division using ServiceNow.
- Escalated to Lenovo for replacement laptop parts whenever needed.

IT End User Support Intern
Equitable Bank | April 2019 - August 2019
- Provided technical support using the SysAid ticketing system.
- Managed computer inventory with PDQ Inventory; deployed applications with PDQ Deploy.
- Performed onboarding/offboarding procedures.

Computer Lab Assistant
Seneca Polytechnic | January 2019 - April 2019
- Assisted the professor on the weekly lab classes by ensuring students' work was completed correctly.

VOLUNTEER EXPERIENCE
Equipment Supervisor
Greenhills Christian Fellowship Peel | January 2010 - Present
- Setting up A/V equipment for weekly in person Sunday service.
- Designed a technical process to transition to online worship service due to COVID-19 pandemic.
- Participated in website overhaul (gcfpeel.ca) by providing feedback and setting up new tools/technologies.

EDUCATION
Seneca Polytechnic | September 2017 - December 2020
- Advanced Diploma with Honours in Computer Systems Technology.
- Diploma in Computer Networking and Technical Support.

CERTIFICATIONS
- VMware Certified Professional - Data Center Virtualization 2024 (VCP-DCV).
- Fortinet Certified Fundamentals Cybersecurity.
- Azure Fundamentals (AZ-900).

PERSONAL INTERESTS
- Overseeing my personal home lab to improve system administration knowledge.
- Experimenting with new technologies through virtualization.
- Maintaining a personal website (akmijares.ca) through zola/CloudFlare Pages and Google Workspace for email management.