

ANTONIO KARLO MIJARES

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SUMMARY

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

TECHNOLOGIES

- Active Directory
- Powershell
- Ubiquiti
- Vmware
- Sophos
- Cisco Meraki
- Linux
- Veeam
- Azure
- Rapid Recovery
- Bash
- Fortinet

PROFESSIONAL EXPERIENCE

Junior System Administrator

Netagen | April 2023 - Present

- Ensuring backup jobs performed without error.
- Running maintenance on appliances and production servers.
- Following specific procedures of preparing servers/virtual machines, workstations, and laptops for customers and internal users.
- Visiting customer sites to perform contractual duties as needed.
- Shipping and receiving equipment whenever necessary.
- Assisting internal users with technical issues.
- Contacting and escalating to external vendors for advanced technical support.
- Participating in internal and external projects.
- Ordering equipment through a distribution website.
- Automating tasks whenever possible.

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.
- 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.
- Assisted in website overhaul by providing feedback and setting up new tools/technologies.
- Designed a technical process to transition to online worship service due to COVID-19 pandemic.

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 [v2].
- Fortinet Certified Fundamentals Cybersecurity (exp Nov 2024).
- Azure Fundamentals.

PERSONAL INTERESTS

- Maintaining my personal home lab (Storage Server, Network Topology) to improve system administration knowledge.
- Following technology-related news.
- Experimenting with new technologies through virtualization.