ANTONIO KARLO MIJARES

Mississauga, ON
647.303.4456
antonio.karlo@akmijares.ca
LinkedIn | Website | Github

SUMMARY

Dedicated and detailed oriented System Administrator with strong foundation in IT infrastructure, virtualization, and disaster recovery.

TECHNOLOGIES

- **OS:** Windows Server, Ubuntu, Fedora, Arch
- **Cloud & Virtualization**: Azure, Vmware ESXI/VSphere, Microsoft 365, Google Workspace
- **Security & Backup**: Sophos, Fortinet, SentinelOne, 1Password, Veeam, Rapid Recovery
- **Networking & Infrastructure**: Cisco Meraki, Ubiquiti, Aruba Switches, HPE Servers
- **Scripting & Automation**: Bash, PowerShell
- **Device & Identity Management**: Active Directory, Intune, BarracudaRMM

PROFESSIONAL EXPERIENCE

Junior System Administrator (MSC)

Netagen | March 2025 - Present

- Monitoring and troubleshooting Unified Communications (Avaya) equipment with Virsae and Outpost Sentinel, escalating to senior technicians/clients if required.
- Attending a bi-weekly team meeting, ensuring alarms and tickets are actioned within SLA standards.
- Assisting with the ITS team with previous duties whenever necessary.

Junior System Administrator

Netagen | April 2023 - March 2025

- Ensured 100% success rate for backup jobs, while automating maintenance and deployment tasks with Bash/Powershell.
- Provided hybrid technical support to both clients and internal users, escalating to vendors whenever necessary, and managing device deployments through Intune and BarracudaRMM.
- Conducted contractual duties across the GTA, managed Linux and Windows server deployments and configurations via VMware. Oversaw Linux and Windows server patching schedules to ensure stability and security, while also managing equipment logistics and procurement.

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, including onboarding/offboarding users with Active Directory, Microsoft 365 Admin, and Google Workspace.

- Streamlined operational processes by improving workflows, managing Microsoft licenses, and optimizing email systems via the Exchange Admin Center.
- Developed and maintained internal documentation to ensure efficiency and consistency in procedures.

IT Support Analyst Intern
Ontario Teachers' Pension Plan | January 2020 - May 2020
- Created and managed IT tickets, documented incidents, and provided hybrid technical support to the Member Services Division using ServiceNow.
- Deployed 50+ machines for a new department.
- 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 during weekly lab classes.
- Ensured students completed their work accurately, offering assistance when needed.
- Monitored student progress and provided feedback to ensure they're on track.

VOLUNTEER EXPERIENCE
Equipment Supervisor/Tech Team Member
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.
- Currently maintaining the church website (gcfpeel.ca) using zola/CloudFlare Pages

EDUCATION
Wayne Community College
- Online Course in VMware vSphere 8.0: Optimize and Scale

Seneca Polytechnic
- Advanced Diploma with Honours in Computer Systems Technology.
- Diploma in Computer Networking and Technical Support.

CERTIFICATIONS
- VMware Certified Professional - Data Center Virtualization (VCP-DCV) - December 2024.
- Fortinet Certified Fundamentals Cybersecurity - December 2024.
- Azure Fundamentals (AZ-900) - April 2021.