Mikael Koo 👋 💻 🛠️

Adaptive junior Computer System Technician student with knowledge of network protocols, network automation and corporate system administration.
Seeking a position as a system administrator.

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EDUCATION

George Brown College — *Computer Systems Technician Diploma*

SEP 2021 - MAY 2023

- Providing training in establishing, operating, maintaining and coordinating the use of the network, servers, software services and computer equipment (Mac & PC).
- Coursework including Network Infrastructure, Network Automation, Identity Management Services, Linux System Administration and Enterprise Desktop OS.

Centennial College — *Aircraft Maintenance Technician (Avionics)*

SEP 2018 - JUNE 2020

- Graduated with high honors (GPA over 4.3). Performed general installation, maintenance, troubleshooting, and testing of avionic equipment.

EXPERIENCE

Stock Operations Lead — *Old Navy, Eaton Center*

SEP 2017 - PRESENT

- Lead the stocks team during shipment and markdown to meet the store's timeline
- Report and troubleshoot technical issues with store equipment
- Execute administrative tasks: phone calls, email, printing, logging in, accessing.
- Train new hires associated with safety & operations of the shipment with guidance
- Weekly update to the product manager & shipment manager for all related tasks

Avionics Student Tutor — *Centennial College*

SEP 2019 - MARCH 2020

- Tutored aviation and math courses during weekly office hours on campus
- Established trust with the student and counselled their concerns about the courses
- Completed 10-hour basic tutor training provided by the Learning Center

Administrative Assistant — *Consulate General of Korea (Toronto)*

JUNE 2016 - AUG 2018

- Processed government records associated with military, nationality, and family relations
- Reviewed documents and informed any missing information upon submission
- Developed a guide for incoming volunteers and new hires of this role

TECHNICAL SKILLS

Microsoft Office Suites
Microsoft Servers
Linux System
Active Directory
Group Policies
Python Programming
PostgreSQL
VMWare / Hyper-V
HTML & CSS

SOFT SKILLS

Customer–serving mindset
Proactive communication
Perform under time pressure
Work under minimal guidance
Quick adaptation & learning
Reimagine new processes
Detail oriented
Dilligence

SUPPORT EXPERIENCE

Phone call & email
Device setup
Ticket Logging & Organization
Training new employees
Organization of equipment
Hardware troubleshooting

OTHER ACTIVITIES

Code In Place - Stanford University
- Learned software engineering principles and basic Python

Data Camp
- Learned fundamental of SQL and data structures
- Learned numpy and matplotlib using Python