ANTONIO KARLO MIJARES

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LinkedIn | Website

PROFESSIONAL SUMMARY

Dedicated professional with expertise spanning technical support, system administration, and project management success for leading organizations

Proven talent for aligning business strategy and objectives with established technology and operations management paradigms to drive continuous improvement and end user satisfaction. Quality-focused leader with the ability to efficiently identify and resolve complex issues, maintain and optimize systems, automate key processes to improve efficiency, deploy workstations, and collaborate with diverse team members. Exceptionally dedicated professional with keen interpersonal, communication, and organizational skills, as well as solution management, documentation management, and customer service expertise.

CORE COMPETENCIES

- Technical Support
- Computer Networking
- Project Coordination
- Help Desk Administration
- Team Collaboration
- User Onboarding/Offboarding
- Troubleshooting
- Issue Resolution
- Automation

PROFESSIONAL EXPERIENCE

NVG COMMUNICATION INC., TORONTO, ON, NOV 2021 TO OCT 2022
JUNIOR NETWORK & HELP DESK ADMINISTRATOR
- Delivered high-quality hybrid technical support to the Diamond and Diamond Law Firm.
- Ensured efficient issue resolution by escalating tickets to vendors for advanced issues as needed.
- Maintained responsibility for onboarding and offboarding users with Active Directory and Office 365 Admin.
- Streamlined mail flow and filtered spam emails using the Exchange Admin Center.
- Charted the successful development and implementation of new procedures and protocols to improve workflow efficiency and effectiveness
- Collaborated with a vendor (Jolera) and team members to spearhead the deployment of Azure App Proxy with the goal of optimizing RDS endpoint security, including updating information and communicating feedback following test deployments
- Assisted with the vendor VoIP migration to an in-house solution by ensuring user information is accurate and gathering user feedback/issues when needed
- Reduced the need of license procurement by deactivating unused Microsoft licenses from former employees
- Demonstrated strong knowledge of current technologies and best practices related to technical support.
- Drafted and maintained accurate and detailed documentation outlining all client interactions and solutions.

ONTARIO TEACHERS' PENSION PLAN, TORONTO, ON, JAN 2020 TO MAY 2020
IT SUPPORT ANALYST INTERN
- Created and managed IT tasks, documented incidents, and provided hybrid technical support to the Member Services Division using ServiceNow.
- Prepared and maintained accurate technical documentation using Confluence.
- Completed all assigned tasks in a timely and high-quality manner.
- Leveraged strong interpersonal and communication skills to execute negotiations regarding replacement parts with Lenovo as needed.
- Contributed to a tentative project by utilizing and experimenting with Microsoft Flow and File Maker.
- Spearheaded the successful deployment of 50+ workstations using pre-created boot images.

EQUITABLE BANK, TORONTO, ON, APR 2019 TO AUG 2019
IT END USER SUPPORT INTERN
- Assisted employees in resolving technical issues using the SysAid ticketing system, including connecting to client computers remotely to support system configuration.
- Oversaw and maintained user accounts using Active Directory and proprietary software; onboarded and offboarded uses and ensured necessary changed were executed.
- Gained experience using PDQ Deploy to develop and deploy packages onto machines; managed packages using PDQ Inventory.
- Aligned objectives and bridged communications with team members while participating in technical stand-up meetings focused on outlining achievements and weekly goals.
- Automated the data checking process using Microsoft Flow, directly contributing to the IT onboarding project focused on optimizing user onboarding.

SENECA COLLEGE, TORONTO, ON, JAN 2019 TO APR 2019
COMPUTER LAB ASSISTANT
- Mentored students on MySQL basics during weekly lab classes to improve comprehension.
- Tasked with reviewing and evaluating completed labs to ensure alignment with lesson objectives.

EDUCATION AND CREDENTIALS

ADVANCED DIPLOMA IN COMPUTER SYSTEMS TECHNOLOGY (HONS), DEC 2020
DIPLOMA IN COMPUTER NETWORKING AND TECHNICAL SUPPORT, DEC 2020
> *Seneca College, Toronto, ON, Canada*
> *Honors: President's Honor List, Dec 2020*

ADDITIONAL CREDENTIALS
> *NSE 2 Network Security Associate Certification, Nov 2022*
> *NSE 1 Network Security Associate Certification, Oct 2022*
> *Microsoft Azure Fundamentals Certification, Apr 2021*

VOLUNTEERISM

- **Tech Team Member**, Greenhills Christian Fellowship Peel, Mississauga, ON, Jan 2010 to Present
  - Maintain responsibility for setting up and taking down A/V equipment for weekly services.
  - Designed a technical process to streamline the transition to at-home service.
  - Oversee and maintain the weekly online service utilizing OpenLP; gathered weekly service files via Nextcloud

ADDITIONAL INFORMATION

Languages: English, Tagalog (bilingual)

Technical Proficiencies: SysAid, PDQ Deploy/Inventory, ServiceNow, Bomgar Support Client, Windows 7/8/10, Windows Server 2008/2012/2016, Linux, OS X, Python 3, Bash, PowerShell, VMware, VirtualBox, AS400/iSeries, Confluence, Microsoft Office 365, Active Directory, SQL Server Management Studio, Ansible, NextCloud, Azure, Exclaimer, Cisco, Pulse Secure (VPN), ZeroTier

Interests: Maintaining home lab to improve knowledge of system administration practices, installing operating systems in virtualized environments (VMware), maintaining and updating personal website using Markdown on GitHub