ANTONETTE PETALLO

+1 365-883-2823
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LinkedIn
Github

IT Support Analyst | Technical Support Specialist | Service Desk Technician
Hamilton, ON | Willing to Relocate within GTA

Dedicated and resourceful Computer Systems Technician with hands-on experience in IT support, technical troubleshooting, and service desk operations within academic and business environments. Proven success resolving hardware, software, and network issues across Windows and macOS, managing tickets through ServiceNow, Jira, and Comm100 Live Chat, and ensuring timely, high-quality resolutions. Skilled in Active Directory, VPN configuration, and cloud-based identity management (Azure). Strong background in technical documentation, cybersecurity awareness, and customer engagement gained through co-op, volunteer, and entrepreneurial experience. Recognized for improving support workflows, communicating complex concepts clearly, and delivering user-centered IT solutions that enhance productivity and client satisfaction.

TECHNICAL SKILLS

- **Operating Systems:** Windows 7/10/11, Windows Server 2008/2012, macOS
- **IT Support & Troubleshooting:** Endpoint support, software installation, account management, authentication (SSO/MFA), VPN, device configuration
- **Networking:** TCP/IP, DNS, DHCP, subnetting, cabling, network installation and diagnostics
- **Cloud & Security:** Microsoft Azure, Active Directory, Identity Access Management, Virtualization (VMware | VirtualBox), MFA setup, data privacy protocols

- **Service Management:** Jira (Service Desk), ServiceNow, Comm100 (Live Chat), SLA tracking, ticket lifecycle documentation
- **Programming & Databases:** HTML, CSS, JavaScript, C#, Python (basic), Java, C++, SQL (MySQL/SQLite), Database Design
- **Software & Tools:** Microsoft Office Suite, GitHub, Notion, SharePoint, Confluence, Knowledge Base Contribution
- **Testing & Quality Assurance:** Test planning, bug tracking, software QA, and requirements documentation

EDUCATION

Bachelor of Science in Information Technology, Major in Business Analytics (Dean's List - Honor)
Batangas State University – The National Engineering University | Philippines (2021 – 2023)
- Dean's List (Honors) - Majored in Business Analytics
- Relevant Coursework: Systems Administration & Maintenance, Networking 1 & 2, Advanced Database Management, Web Systems & Technologies, Data Structures & Algorithms

Computer Systems Technician - Software Support
Mohawk College - Hamilton, Ontario, Canada | Expected Completion: December 2025
- Relevant Coursework: Networking, Security, Database Theory, QA Testing, Web Applications (ASP.NET & .NET), UI/UX Design, Data Structures, Java Programming
- (Program 558: Software Support – Mohawk College)

RELEVANT EXPERIENCE

Client Services | McMaster University (UTS Department), Hamilton, ON, Canada Jan 2025 - Aug 2025
- Delivered technical support to faculty, staff, and students through phone, live chat (Comm100), and Jira ticketing.
- Resolved 20+ daily Windows/macOS issues — VPN, SSO, MFA, and software installations — maintaining high first-contact resolution rates.
- Created and updated internal knowledge base articles and SOPs to standardize support processes.
- Collaborated with Tier 2 teams to diagnose and resolve complex incidents within SLAs.
- Ensured data accuracy and incident traceability in ticket documentation.

Owner / IT & Operations Manager – Dustless Living (Cleaning Services Business) Hamilton, ON | May 2024 – Present
- Built and maintained the company website using Wix, integrated the custom domain through Cloudflare, and managed email routing.
- Used Google Workspace and CRM tools (Trello, Sheets Automation) to manage bookings, track client data, and generate digital invoices.
- Implemented cloud file-storage and data-backup systems to secure client information.
- Designed and optimized Facebook, Kijiji, and Yelp Ads and SEO-friendly listings, improving lead conversions and web visibility by 35%.
- Managed a VoIP business line via Fongo Works, configuring call forwarding, voicemail routing, and digital payment notifications.
- Oversaw all technical and operational systems ensuring efficient, tech-driven service delivery.

Administrative Assistant – Sun Life Insurance Canada Hamilton ON | Jan 2024 – Dec 2024
- Maintained client information systems and databases, ensuring data security and confidentiality.
- Coordinated appointments, client requests, and follow-ups through ServiceNow CRM platform.
- Managed digital & physical filing systems, reports, and financial paperwork for advisors.

Administrative Assistant (Remote) – Roam & Journey Travel and Tours (Philippines) Feb 2023 – Nov 2023
- Coordinated travel arrangements and customer bookings, creating accurate documentation and invoicing.
- Handled technical support for clients accessing online portals and payment systems.

Retail Store Manager (Owner) | Talisay, Batangas, Philippines | February 2021 - December 2022
- Managed inventory systems and POS operations with automated tracking for stock control.
- Implemented basic data analytics to forecast sales and track product performance.

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ACADEMIC PROJECTS & CASE STUDIES

Online Real Estate Management System – Case Study Batangas State University | May 2023
- Designed and implemented a CRM-style application to automate property listings and client communication.
- Applied relational database concepts and form validation techniques to improve data accuracy and efficiency.
- Produced full technical documentation including UML diagrams and user manuals.

Student Database Management System (Capstone Project) Batangas State University | 2023
- Created a secure database management system using C++ and SQL for student record storage.
- Implemented user authentication, access control, and data-encryption protocols.
- Focused on database normalization, query optimization, and administrative data reports.

L-Maestro System: Inventory and Sales Tracking for Motor Repair Shop Batangas State University | 2022
- Developed an inventory management and point-of-sale system for a local motor shop.
- Designed graphical UI for staff use and automated daily transaction logs with reporting.

Web Portfolio Development (Project Extension – Mohawk College) 2025
- Created personal website using HTML, CSS, and JavaScript to showcase IT projects and technical achievements.
- Implemented dark/light theme switcher, responsive layout, and contact integration via Formspree.

VOLUNTEER EXPERIENCE

IT Booth Representative – McMaster University UTS Department, Hamilton ON (2025)
- Represented the IT Client Services team during public information booths and student tech-awareness campaigns.
- Educated students, faculty, and staff about email phishing prevention, cybersecurity awareness, and safe password practices.
- Explained the university's IT services, including Comm100 Live Chat, ServiceNow ticketing, VPN setup, and software licensing support.
- Distributed informational materials and demonstrated how to report suspicious emails or request tech support.
- Collaborated with IT analysts to answer live questions about account recovery, device configuration, and two-factor authentication setup.

Community Outreach Organizer – Talisay, Batangas, Philippines (2021)
- Led literacy workshops introducing basic computer skills to underprivileged students.
- Coordinated fundraising efforts and digital record-keeping for community programs.

Peer Tutor – Mohawk College (2025)
- Supported classmates in courses on networking, SQL, and HTML & CSS fundamentals.
- Reinforced comprehension through code reviews and real-world troubleshooting examples.

CERTIFICATIONS & COURSES

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SOFT SKILLS & ATTRIBUTES

- Exceptional written and verbal communication skills across diverse environments
- Analytical problem solver with strong documentation and organizational habits
- Empathetic customer support approach focusing on user experience and clarity
- Adaptable learner comfortable with rapidly changing technologies and environments
- Team-oriented collaborator experienced with remote and cross-functional teams
- Entrepreneurial mindset from founding Dustless Living and optimizing digital workflows