

Joseph Concillado

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SUMMARY

Dedicated IT Professional with experience providing remote and on-site technical support for residential and commercial clients. Skilled in troubleshooting hardware, software, and network issues across Windows, macOS, and Linux systems. Proven ability to manage Office 365, Active Directory, VoIP, and smart home systems. Certified in CompTIA A+ and Azure Fundamentals with a focus on delivering fast, effective solutions to enhance productivity and uptime.

EXPERIENCE

*24-7 Computer Solutions, **On-Call IT Technician***

Oct 2023 - May 2025

Delivered 24/7 remote and onsite IT support to residential and commercial clients across the Greater Toronto Area. Resolved a wide range of technical challenges, including Office 365 administration, server management, laptop/desktop repairs, mobile device maintenance, web design, home automation setup, internet connectivity issues, malware/virus removal, internet security fortification, software deployment, hardware upgrades, VPS configuration, networking, cabling, and server rack installation.

Installed, supported, and maintained Windows OS (XP, 7, 8.1, 10) and Microsoft Office 2010 & above.

Maintained and updated tickets in Jira, tracking incident resolution times and client communications.

Performed break/fix repairs on desktops, laptops, printers, and peripheral equipment, reducing downtime for clients.

Configured and supported smart devices, VoIP systems, and AV equipment for small businesses.

Collaborated with third-party vendors to resolve complex issues related to AV and network systems.

Installed and maintained printers, including drivers and firmware updates, for both home and office clients.

Educated users on preventative maintenance and common troubleshooting techniques to reduce recurring issues.

Provided customer support for enterprise software, resolving technical issues and ensuring customer satisfaction, resulting in increase in customer retention.

*, **IT Technician***

Oct 2019 - May 2022

Diagnosed complex hardware and software issues based on client reports, system logs, and physical inspections.

Utilized diagnostic tools to test and evaluate performance of components against product specifications.

Conducted in-depth troubleshooting and research to resolve technical problems related to system functionality.

Performed installation, configuration, and setup of operating systems, ensuring system optimization and stability.

Replaced faulty hardware components and conducted extended testing to verify long-term performance.

Maintained accurate documentation of inspections, diagnostics, repairs, and testing results.

Reviewed historical service records to make data-driven decisions and enhance repair accuracy.

Efficiently managed multiple repair workflows to meet strict turnaround times and service deadlines.

*Aegis Peoplesupport Inc, **IT Technician***

May 2009 - May 2010

Provided technical support to call center staff by diagnosing and resolving hardware, software, and basic network issues in a fast-paced BPO environment.

Installed and maintained Windows-based desktop systems, CRT/LCD monitors, and basic peripherals such as printers, scanners, and headsets.

Supported system imaging and software installations, including Microsoft Office, antivirus programs, and call center tools.

Assisted in setting up LAN connections and basic troubleshooting of cabling and internet connectivity within the office environment.

Coordinated with vendors for hardware repairs and replacement of defective equipment.

Maintained accurate inventory records of IT assets and performed regular workstation audits.

Documented technical issues and solutions to improve helpdesk response times and internal knowledge sharing.

*Humber College, **Azure Cloud Specialist***

May 2023 - Aug 2023

Built and deployed secure and scalable infrastructures using Microsoft Azure across multiple availability zones and regions.

Implemented cloud services such as virtual machines, storage, networking, and monitoring tools.

*Humber College, **Red Hat System Administrator***

May 2023 - Aug 2023

Configured Red Hat systems including booting processes, user and group management, and core service deployment.

Managed firewalls and SELinux policies to secure systems and enforce permissions.

*Humber College, **VMware Professional***

May 2023 - Aug 2023

Installed and configured VMware ESXi, Virtual Machines, and vCenter Server.

Monitored and administered VM environments for optimal performance and uptime.

EDUCATION

Humber College

IT Infrastructure Bridging Program • 2023 - 2023

University of Toronto

IOS Mobile Applications Development and Maintenance using Swift • 2023 - 2023

Zuitt Bootcamp

Full-stack Web Development • 2023 - 2023

Palompon Institute of Technology

Bachelor of Science in Marine Transportation

Cebu Institute of Technology University

Bachelor of Science in Computer Engineering

LICENSES & CERTIFICATIONS

CompTIA A+

Microsoft Certified: Azure Fundamentals

SKILLS

Windows Server (2012–2022) • macOS • Linux (Red Hat/CentOS) • Microsoft Azure • VMware ESXi • vCenter •
VPS Management • DNS • DHCP • VPN