

# MICHAEL LEGER

Location: Brantford, ON | Phone: 519-771-0403 | Email: Mike@mikeleger.ca

## SUMMARY

Detail-oriented IT professional with over 8 years of experience managing IT systems and leading technical teams. Skilled in troubleshooting, system administration, and providing exceptional user support. Adept at scripting and automation to optimize workflows and enhance system reliability. Seeking to contribute technical expertise and a customer-focused approach as a Junior Systems Administrator in a dynamic organization.

## KEY SKILLS

- **System Administration:** Proficient in managing Windows and Linux environments, DNS, DHCP, TCP/IP, VLANs, and system monitoring.
- **Scripting and Automation:** Basic knowledge of PowerShell and Bash for automating routine tasks and troubleshooting.
- **Technical Support:** Extensive experience providing user-focused support, resolving technical issues, and creating detailed documentation.
- **Network Troubleshooting:** Skilled in diagnosing and optimizing connectivity issues for consistent performance.
- **Collaboration:** Proven ability to work in diverse teams, providing training, mentorship, and clear communication to non-technical users.
- **Tool Proficiency:** Familiarity with VMWare, Azure, Sophos, Synology NAS, O365/Teams, and Veeam.

## PROFESSIONAL EXPERIENCE

### Technical Support Manager

VortalSoft | 2015 – Present

- Lead local and remote technical teams to ensure 99.99% uptime for IT services and infrastructure.
- Developed scripts to automate common tasks, reducing manual workload and improving efficiency.
- Managed IT systems including ConnectWise and ZenDesk, achieving an 80% SLA adherence rate.
- Collaborated with HR and other departments for staff training and scheduling, boosting productivity.
- Supported key client accounts, such as Hyundai Capital, Canon, and Santander Consumer, ensuring their IT needs were met.

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## Senior Call Center Support Engineer

VortalSoft | 2007 – 2015

- Maintained call center systems with 99.99% uptime through proactive monitoring and issue resolution.
- Created comprehensive documentation for internal processes and implemented ITIL procedures.
- Supported the deployment and management of the CosmoCom system and multiple IVR projects.

## ADDITIONAL INFORMATION

Location: Based in Brantford, Ontario, with reliable transportation for on-site work.

Availability: Flexible schedule, including Monday to Friday and on-call as required.

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