

# Max Medinski

438-439-6392 | medinski@gmail.com  
Montréal, Québec, H4E 4B3

## Professional Summary

Versatile Technical Support Specialist with 4+ years' experience in IT support, system administration, and team leadership. Proven track record in troubleshooting, process optimization, and mentoring. Recognized for resolving high-priority issues and enhancing customer satisfaction.

## Technical Skills

Technical Proficiency: Expertise in IT support, system administration, and network troubleshooting.

Customer Service: Strong communication skills with a focus on client satisfaction.

Leadership: Experience in coaching and mentoring team members.

Languages: Fluent in English and Russian.

## Work Experience

### Technical Support Analyst

Digicert, Cape Town, South Africa | Jan 2019 – Feb 2025

Led team mentoring initiatives, coaching new hires for rapid onboarding. Resolved high-priority cases efficiently, achieving high customer satisfaction. Implemented enterprise-level IT solutions, troubleshooting diverse client environments. Specialized in automating processes to enhance operational efficiency. Acted as Subject Matter Expert for integration projects, facilitating seamless implementation.

### Technical Manager

Sigmattech CC, Cape Town, South Africa | Jan 2012 – Jan 2019

Oversaw technical operations, implementing solutions for various installations across residential and commercial properties. Led successful automation projects, ensuring seamless integration with existing systems. Provided ongoing technical support for property management companies, fostering long-term client relationships. Conducted technical training sessions for staff, standardizing troubleshooting protocols.

## Education

Electrical Engineering ND  
Cape Peninsula University of Technology, Cape Town