# Max Medinski

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## 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

Sigmatech 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