

Marc Legault

Phone: (905) 665-8242, Email: majlegault@gmail.com
LI: <https://www.linkedin.com/in/malegault>

Profile

An experienced bilingual (En/Fr) IT Manager working in an autonomous enterprise environment with a record of providing a user-centric, pro-active approach to IT as well as resolving and improving processes. With a long history interfacing with clients and employees of all levels, this hands-on manager restored management and employee confidence in the IT department and brought user complaints down to 0%. With experience in Linux and Windows servers, managed all IT operations in the province.

Experience

IT Manager - Dormakaba (www.dormakaba.com)

2016 - PRESENT

- Maintained all IT operations at Whitby location including 70 users reducing response times, duplicate issues and downtime. Responsibility was expanded to all Ontario sites with an additional 100 users.
- Managed a Solutions-Team, which involved off-site IT and local developers, to troubleshoot major performance issues for hosted systems which corrected a long-standing issue and increased sales
- Relied upon to handle escalations in Ontario and manage Windows Servers and network equipment which resulted in far fewer problems across the province
- Maintained and automated the Avaya IP Office phone system with hunt group queues and multi-level workflow drastically reducing incorrectly routed calls and employee workload
- Hosted multiple domains on Windows Servers with IIS including remote application access and embedded security devices over the internet as well as maintained and controlled a multi-IP setup for a Barracuda NextGen Firewall which resulted in a faster response rate for all hosted systems.
- Created and maintained several VMware ESX systems reducing server costs and time
- Setup Virtual Box and VMware Workstation for support staff to increase troubleshooting rate
- Oversaw migrations related to merger and roll-out of new systems and software i.e. Ivanti DSM
- Involved in the steering-committee responsible for overhauling building security technology and policies which greatly enhanced safety of employees
- Managed transition of people, tasks and setup of on-site hosted systems to client location thereby reducing risks and maintenance costs
- Maintained Lotus domino email system for local site and later migrated all 70 users to Office 365
- Increased cybersecurity rating from lowest level to highest level for on-site hosted systems resulting in minimal recommendations during audits

Key Technologies: Windows Servers, VMware ESX & Workstation, Virtual Box, Office 365, IIS, Apache, Nginx, SQL, Synology NAS, Barracuda Firewall, TCP/IP, Active Directory, TeamViewer, Lotus Domino, Exposure to SAP, Dynamics, Pronto and Sage 300

Investigative Analyst - Bottomline Technologies (www.bottomline.com)

2015 - 2016

- Troubleshooting software involving international financial transactions which dealt with financial messaging, cash management, business flows integration, and market data management
- Hosted Linux training sessions for end-user IT staff
- Troubleshot Java 7 and Oracle 11 software and query issues in an ITIL environment
- Received additional training in Geneva, Switzerland for SWIFT and other Financial Messaging, Software Applications, and International Business Communications training

Key Technologies: Red Hat Linux Enterprise, Bottomline\Sterci GTSuite, Java, Oracle, SWIFT, Exposure to other Linux environments including Ubuntu, Arch, & Suse

Senior Technical Support – Keyscan (www.keyscan.ca)

2002 – 2015

- Provided technical support, system design and planning for OS, SQL, electronics, access control, communications and embedded device integration
- Worked closely with IT personnel, security distributors, installers and end-users to advise on best practice setup for physical security
- Implemented a video tutorial project for end-users including creating video tutorials, web site creation and hosting
- Developed software such as troubleshooting interface for Tech Support Agents and End-Users
- Wrote many scripts to aid in troubleshooting and to enable remote software updates for security applications.
- Supervised installation team for Cincinnati Police evidence lockup system
- Supervised installation for SNC-Lavalin and provided training sessions for the Security Team
- Provided support and managed all French accounts for Canadian and international customers averaging 10% of my calls

Key Technologies: Keyscan System V/System VII/ Aurora, SQL Server, Visual Basic, Windows 2000–7, Server 2008-2012, Electronics, Embedded Devices, TCP/IP, Access Control Hardware, HID,

Education

Mount-Royal University, Calgary

1996 – 1998

Associates-Bachelor of Commerce Program Candidate

ITIL V4 Certification – In Progress

Barracuda NextGen Firewall Certified

Volunteer Activities

Cabs for Cancer Charity Golf Tournament - Oshawa

2012 – PRESENT

An annual local charity golf tournament put on by City Wide Taxi in Oshawa supporting the R.S. McLaughlin Durham Regional Cancer Center at Lakeridge Health ~ Oshawa Site.

Duties Include:

- Creating, updating and hosting Website and E-Commerce store for the tournament
- Creating flyers, pamphlets and graphics
- Handling on-site setup, and support of fixtures, projector, screen and other items

Key Technologies: Web development (PHP), CPanel Hosting, MySQL, E-Commerce, Adobe Photoshop, Microsoft Publisher, Certificate Deployment & Management