



MARK LEGAULT

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SUMMARY

CompTIA A+ certified I.T. and Operations Support professional with over 5 years' experience in Desktop Support, Microsoft project support, and all new employee on-boarding tasks. Exceptional interpersonal and customer service skills. Ability to handle high-level inbound support tickets utilizing Business Management Software (Autotask, ServiceNow) in-person or by phone and email.

SKILLS

- CompTIA A+ Certification
- Desktop Support
- Task Streamlining
- Service Now/Autotask
- Microsoft Office 365
- Account Management
- Supervisory Skills
- Problem-Solving
- Microsoft Remote Desktop

EXPERIENCE

Migration/Deployment Team/Desktop Support

St. Joseph Hospital/Providence Health System (Apex Systems) (Orange, CA) July 2020 - Present

- Migrate, configure and deploy medical health records hardware to Epic Electronic Health Records (EHR)-compatible hardware including Panasonic scanners, Zebra arm band and label I.P. printers
- Deploy hardware throughout St. Joseph Hospital and all ambulatory offices throughout Orange County
- Ensure all upgraded and newly-configured hardware functions as per user-requirements
- Handle desktop support tickets via Service Now ticketing system

I.T. Support/Website Manager

Espada Public Relations/Freelance (Woodland Hills, CA) January 2019 – July 2020

- Website support and design for the #1 Multicultural Entertainment P.R. Firm in Hollywood. Responsible for I.T. and all tech/network support for employees remotely and in-person
- Utilize CompTIA Troubleshooting theory for any technical support

I.T. & Operations Support/Microsoft Project Support

Exsilio Solutions (Irvine, CA) May 2007- December 2018

- Handled Desktop Support tickets with Autotask Business Management Software. Set-up Outlook email accounts on employees' smartphones (both OS and Android operating systems)
- Managed Microsoft's Technical Chat program. Scheduled chats using Microsoft proprietary chat software. Offered support to users and employees, demonstrated the software for new users, scheduled the chats on Microsoft.com websites, proofread Q&A transcript of chats and published transcripts to appropriate areas of Microsoft's website (TechNet, MSDN, etc.)
- Proctored and supported Microsoft Virtual Labs for the MSDN and TechNet pages on Microsoft.com, rotated weeks being on-call 24/7 with I.T. team to offer support for users around the world, Quality Control of virtual lab manuals including clarification of walk-through steps, proofreading copy, etc. Published Virtual Labs to TechNet and MSDN virtual lab pages on Microsoft's corporate website
- New hire on-boarding including setting up laptops on company LAN (domain) and Active Directory
- Setup employee accounts in Office 365
- Installed software according to role, created security access cards, assigned building alarm codes
- Created detailed user guides for each of our conference rooms detailing how to use the A/V equipment, and share a laptop screen to the projector wall for conference calls and meetings

PART TIME WORK

Audience Services (furloughed due to Covid-19)

Seegerstrom Center for the Arts (Costa Mesa, CA)

August 2016 - June 2020

Head Usher (June 2019 – Current)

- Manage one theater floor per performance
- Handle any patron issues, ticketing conflicts, or other problems that may arise
- Supervise ticket-takers and volunteer usher staff
- Handle cash transactions and accurately report binoculars and Assisted Listening Device rentals
- Write-up detailed reports of issues relating to the condition of my assigned floor including housekeeping or maintenance requirements inside the house, the vestibules at each door, and the lobby

Ticket Taker (February 2019 -June 2019)

- Responsible for accurately greeting patrons and scanning patron tickets as the lobby doors open
 - Provided wheelchair assistance when needed and documented wheelchair service statistics
 - Handled any issues with ticketing and/or seating
 - Answered any customer questions or concerns
- (Promoted to Head Usher in June 2019)

Usher Captain (August 2016 – February 2019)

- Supervised volunteer ushers and assist Head Usher throughout each performance
 - Ensured all rules and regulations are adhered to by usher staff and patrons
- (Promoted to Ticket Taker in February 2019)

EDUCATION

National University Costa Mesa, California

- MS Degree: Electronic Commerce
- BA Degree: Communications