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SKILLS

- Learning Management Systems
- User Support
- Training
- Documentation
- Collaboration
- Troubleshooting

EDUCATION

BACHELOR OF SCIENCE IN EDUCATIONAL TECHNOLOGY, UNIVERSITY OF LEARNING

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Increased user satisfaction ratings from 75% to 90% through training initiatives.
- Recognized for outstanding service with the 'Customer Excellence Award'.
- Led a project that successfully implemented a new LMS, reducing training time by 20%.

Michael Anderson

SENIOR APPLICATION SUPPORT ANALYST

Dedicated Application Support Analyst with over 8 years of experience in the education technology sector. Expert in supporting learning management systems and ensuring optimal performance for educators and students alike. Proven ability to troubleshoot and resolve technical issues while providing exceptional user support. Skilled in collaborating with stakeholders to understand their needs and implement effective solutions.

EXPERIENCE

SENIOR APPLICATION SUPPORT ANALYST

EduTech Solutions

2016 - Present

- Managed support for a learning management system used by over 50,000 students.
- Collaborated with faculty to gather feedback and prioritize system enhancements.
- Implemented training programs that improved user engagement by 30%.
- Resolved technical issues with a focus on maintaining high user satisfaction.
- Developed documentation for user guides and troubleshooting manuals.
- Participated in system upgrades, ensuring minimal disruption to users.

APPLICATION SUPPORT SPECIALIST

LearnWise Technologies

2014 - 2016

- Provided technical assistance for online course delivery platforms.
- Trained instructors on system features and best practices.
- Documented user feedback and collaborated with development teams for enhancements.
- Managed user accounts and access permissions for students and staff.
- Conducted webinars to educate users on new features.
- Assisted in data migration projects during system updates.