



# MICHAEL ANDERSON

## Desktop Support Specialist

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### SUMMARY

Dedicated Desktop Support Engineer with over 5 years of experience in providing top-notch technical support in corporate environments. Adept at troubleshooting hardware and software issues, ensuring minimal downtime for users. Proven ability to address complex technical challenges while maintaining a high level of customer satisfaction. Experienced in managing IT inventory and implementing efficient support processes.

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### WORK EXPERIENCE

#### Desktop Support Specialist Tech Solutions Inc.

Jan 2023 - Present

- Provided technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Managed installation and configuration of computer hardware, operating systems, and applications.
- Conducted regular maintenance checks and diagnostics to ensure optimal performance of systems.
- Documented internal procedures and created user guides to enhance user experience.
- Trained end-users on new technologies and software applications.
- Collaborated with the IT team to develop strategies for system upgrades and improvements.

#### IT Support Technician Global Enterprises

Jan 2020 - Dec 2022

- Assisted in the deployment of new hardware and software across various departments, facilitating a smooth transition.
  - Acted as the first point of contact for IT issues, resolving 85% of queries without escalation.
  - Maintained inventory of IT equipment and managed stock levels to ensure resource availability.
  - Implemented a ticketing system to streamline user requests and improve response times.
  - Researched and recommended software solutions to enhance productivity across teams.
  - Participated in ongoing training to stay current with emerging technologies and practices.
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### EDUCATION

#### Bachelor of Science in Information Technology, University of Technology, 2016

Sep 2019 - Oct 2020

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### ADDITIONAL INFORMATION

- **Technical Skills:** Troubleshooting, Network Configuration, Customer Service, Windows and Mac OS, Active Directory, Remote Support
- **Awards/Activities:** Recognized as 'Employee of the Month' for outstanding customer service in July 2020.
- **Awards/Activities:** Successfully reduced average ticket resolution time by 30% through process improvements.
- **Awards/Activities:** Led a project to upgrade 200+ workstations, resulting in a substantial increase in productivity.
- **Languages:** English, Spanish, French