



MICHAEL ANDERSON

SENIOR DESKTOP SUPPORT ENGINEER

CONTACT

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- San Francisco, CA

SKILLS

- Technical Support
- Team Leadership
- Project Management
- ITIL
- System Upgrades
- User Training

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF ARTS IN COMPUTER SCIENCE, TECH UNIVERSITY, 2015

ACHIEVEMENTS

- Achieved a customer satisfaction rating of 95% through enhanced service delivery.
- Implemented a new training program that improved team efficiency by 20%.
- Recognized for outstanding leadership during a company-wide IT upgrade project.

PROFILE

Results-driven Desktop Support Engineer with 8 years of experience in high-pressure environments. Expert in diagnosing and resolving hardware, software, and networking issues for a diverse user base. Known for providing exceptional technical support and fostering positive relationships with users. Skilled in integrating new technologies into existing systems to enhance operational efficiency.

EXPERIENCE

SENIOR DESKTOP SUPPORT ENGINEER

Innovative Tech Solutions

2016 - Present

- Led a team of 5 support engineers to provide comprehensive IT assistance to over 1000 users.
- Developed and executed training programs for staff to improve technical skills and service delivery.
- Oversaw the implementation of a new helpdesk software, resulting in a 40% increase in user satisfaction.
- Conducted regular audits of IT systems to identify vulnerabilities and recommend improvements.
- Managed escalated support tickets, ensuring timely resolution of complex technical issues.
- Collaborated with vendors to procure hardware and software solutions tailored to user needs.

DESKTOP SUPPORT ENGINEER

Tech Innovations LLC

2014 - 2016

- Resolved technical issues through remote desktop support, reducing onsite visits by 25%.
- Maintained accurate documentation of user interactions and technical procedures.
- Participated in the rollout of new software applications, providing training and support to users.
- Assisted in the development of IT policies and procedures to streamline operations.
- Utilized monitoring tools to proactively identify and rectify system failures.
- Provided ongoing support for mobile devices and remote access issues.