Michael
ANDERSON

CONTACT

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🌐 www.michaelanderson.com

📍 San Francisco, CA

SKILLS

- Technical Support
- Customer Communication
- Hardware Installation
- Software Troubleshooting
- Team Collaboration
- Ticket Management

LANGUAGES

- English
- Spanish
- French

EDUCATION

DIPLOMA IN COMPUTER NETWORKING, TECHNICAL INSTITUTE, 2016

ACHIEVEMENTS

- Consistently received positive feedback from users for outstanding service.
- Contributed to a 15% reduction in average ticket response time through improved processes.
- Recognized for successfully training new hires on IT support protocols.

DESKTOP SUPPORT TECHNICIAN

Enthusiastic Desktop Support Engineer with 4 years of experience in fast-paced environments. Known for exceptional troubleshooting skills and the ability to communicate complex technical information to non-technical users. Proven track record in reducing downtime and improving user satisfaction through dedicated support. Experienced in working with various operating systems and software applications, as well as hardware components.

WORK EXPERIENCE

DESKTOP SUPPORT TECHNICIAN
XYZ Technologies

2020 - 2025

- Delivered technical support for desktop and laptop computers, ensuring rapid resolution of issues.
- Installed software applications and performed updates to maintain system security.
- Assisted users with troubleshooting hardware malfunctions and software conflicts.
- Maintained an organized inventory of equipment and software licenses.
- Participated in the development of IT policies to enhance security and compliance.
- Provided feedback to management on user needs and system improvements.

IT HELP DESK ASSOCIATE
Tech Support Co.

2015 - 2020

- Responded to user inquiries via phone, email, and in-person, ensuring high-quality support.
- Documented all support interactions in the ticketing system for future reference.
- Assisted in the deployment of hardware and software for new employees.
- Worked collaboratively with senior engineers to resolve complex technical issues.
- Conducted follow-up with users to ensure satisfaction with resolutions provided.
- Participated in team meetings to discuss ongoing support challenges and solutions.