MA

Michael Anderson
LEAD DESKTOP SUPPORT ENGINEER

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Proactive Desktop Support Engineer with over 7 years of experience in providing technical support across diverse environments. Demonstrated ability to troubleshoot and resolve issues efficiently while maintaining high customer satisfaction levels. Expertise in managing hardware and software installations, upgrades, and configurations. Proven track record of developing effective training materials for end-users.

SKILLS

- Team Leadership
- Technical Documentation
- Project Management
- System Security
- User Training
- Troubleshooting

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER ENGINEERING, STATE UNIVERSITY, 2014

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Improved team efficiency by 30% through process optimization initiatives.
- Received the 'Outstanding Service Award' for exceptional support during a major software rollout.
- Developed a training manual that reduced onboarding time for new hires by 20%.

EXPERIENCE

LEAD DESKTOP SUPPORT ENGINEER
Future Tech Innovations
2016 - Present

- Managed a team of support engineers, ensuring effective resolution of user issues.
- Designed training programs to enhance technical skills among support staff.
- Oversaw the implementation of IT projects to improve service delivery and user satisfaction.
- Conducted regular systems audits to ensure compliance with security protocols.
- Maintained documentation of support processes and user manuals.
- Collaborated with cross-functional teams to integrate new technologies into existing systems.

DESKTOP SUPPORT ENGINEER
Tech Global Services
2014 - 2016

- Provided first-level support for desktop systems and applications, achieving a high resolution rate.
- Assisted with the deployment of new hardware and software solutions.
- Monitored system performance and provided feedback for necessary adjustments.
- Created and updated user documentation to facilitate easier troubleshooting.
- Responded to technical inquiries and resolved issues in a timely manner.
- Participated in team initiatives aimed at improving service levels and user experience.