



# MICHAEL ANDERSON

## Desktop Support Technician

San Francisco, CA • (555) 234-5678 • michael.anderson@email.com • www.michaelanderson.com

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### SUMMARY

Dedicated and resourceful Desktop Support Technician with over 5 years of experience in providing comprehensive technical support to users in various sectors including finance and healthcare. Skilled in diagnosing and resolving hardware and software issues, ensuring minimal downtime and maximizing productivity. Proven ability to manage support tickets effectively, prioritize tasks, and communicate technical information to non-technical users.

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### WORK EXPERIENCE

#### Desktop Support Technician Tech Solutions Inc.

Jan 2023 - Present

- Provided on-site and remote support to over 300 employees across multiple locations.
- Diagnosed and repaired hardware issues on desktops, laptops, and peripherals.
- Managed software installation, upgrades, and troubleshooting for various applications.
- Implemented a ticketing system that improved response times by 25%.
- Conducted training sessions for staff on IT best practices and software usage.
- Collaborated with network teams to resolve connectivity issues swiftly.

#### IT Support Specialist Global Finance Corp.

Jan 2020 - Dec 2022

- Delivered technical support for Windows and Mac OS environments, serving a diverse workforce.
  - Developed user manuals and documentation for common IT procedures.
  - Assisted in the rollout of new software that enhanced operational efficiency.
  - Maintained accurate records of support issues and resolutions in the database.
  - Conducted system backups and recovery procedures to safeguard critical data.
  - Participated in quarterly training to keep skills current with industry standards.
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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:** Technical Support, Troubleshooting, Customer Service, Hardware Repair, Software Installation, Ticketing Systems
- **Awards/Activities:** Awarded 'Employee of the Month' for outstanding customer service in March 2019.
- **Awards/Activities:** Implemented a knowledge base system that reduced repetitive queries by 30%.
- **Awards/Activities:** Recognized for exceptional performance in a high-pressure environment during system upgrades.
- **Languages:** English, Spanish, French