MA

MICHAEL ANDERSON

DESKTOP SUPPORT TECHNICIAN

CONTACT

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📍 San Francisco, CA

SKILLS

- Technical Support
- User Training
- Classroom Technology
- Troubleshooting
- Inventory Management
- Networking

LANGUAGES

- English
- Spanish
- French

EDUCATION

ASSOCIATE OF APPLIED SCIENCE IN COMPUTER SCIENCE, COMMUNITY COLLEGE, 2015

ACHIEVEMENTS

- Received 'Outstanding Service Award' for exceptional support during the annual tech fair.
- Developed a resource guide that improved student engagement with technology.
- Streamlined the support process, leading to a 50% reduction in response time.

PROFILE

Experienced Desktop Support Technician specializing in the education sector with over 6 years of experience in supporting faculty and students with IT needs. Proven track record of resolving technical issues efficiently while maintaining a friendly and approachable demeanor. Skilled in managing classroom technology, assisting with setup and troubleshooting, and ensuring that educators can focus on teaching without disruptions.

EXPERIENCE

DESKTOP SUPPORT TECHNICIAN

City School District

2016 - Present

- Supported over 200 faculty and staff with technical issues related to classroom technology.
- Resolved hardware and software problems, reducing downtime by 40%.
- Coordinated training sessions for new software tools and technology integration.
- Managed inventory of IT equipment and ensured timely upgrades and replacements.
- Provided hands-on support during exams to maintain system stability.
- Collaborated with curriculum developers to optimize technology use in classrooms.

IT TECHNICIAN

Local Community College

2014 - 2016

- Assisted in the setup and maintenance of computer labs with over 100 workstations.
- Trained students on the use of various software applications and technologies.
- Responded to support tickets, achieving a resolution rate of 95% within 24 hours.
- Implemented a new ticketing system that streamlined support requests.
- Monitored network performance and addressed connectivity issues proactively.
- Participated in technology planning meetings to enhance campus IT services.