Michael
ANDERSON

MA

CONTACT

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- www.michaelanderson.com
- San Francisco, CA

SKILLS

- Technical Support
- Retail Technology
- POS Systems
- Inventory Management
- User Documentation
- Troubleshooting

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION SYSTEMS, UNIVERSITY OF TECHNOLOGY, 2013

ACHIEVEMENTS

- Awarded 'Top Performer' for reducing ticket resolution time by 50% in 2019.
- Developed an inventory tracking system that reduced discrepancies by 30%.
- Recognized for outstanding service during peak sale events, ensuring smooth operations.

DESKTOP SUPPORT TECHNICIAN

Tech-savvy Desktop Support Technician with 8 years of experience in the retail sector, focusing on enhancing customer service through technology. Expert in resolving technical issues quickly and efficiently while maintaining a professional demeanor. Skilled in managing point-of-sale systems and inventory management tools, ensuring smooth operations during peak hours. Proven ability to train staff on new technologies and create user-friendly documentation.

WORK EXPERIENCE

DESKTOP SUPPORT TECHNICIAN

Retail Tech Solutions

2020 - 2025

- Provided technical support for over 200 retail locations nationwide.
- Troubleshot point-of-sale systems, reducing transaction downtime by 35%.
- Managed software updates and system configurations for retail applications.
- Conducted training sessions for store employees on new technology implementations.
- Developed and maintained a comprehensive IT knowledge base for staff reference.
- Collaborated with vendors to resolve equipment issues quickly and efficiently.

IT SUPPORT SPECIALIST

Supermarket Chain Inc.

2015 - 2020

- Supported IT operations for over 100 locations, addressing technical issues promptly.
- Implemented a new inventory management system that improved stock accuracy by 20%.
- Assisted in the deployment of new checkout systems, enhancing customer experience.
- Created user manuals and guides for staff on software applications.
- Maintained detailed logs of support tickets and resolutions for future reference.
- Participated in regular training to stay updated on emerging retail technologies.