



# MICHAEL ANDERSON

## Desktop Support Technician

Enthusiastic Desktop Support Technician with 3 years of experience in the nonprofit sector, focused on providing technology solutions that support organizational missions. Highly skilled in troubleshooting and resolving IT issues while maintaining a strong customer service orientation. Experienced in managing user accounts, setting up workstations, and providing training on software tools.

### CONTACT

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

### EDUCATION

#### Bachelor of Arts in Communication

University of Social Sciences  
2018

### ★ SKILLS

- Technical Support
- Nonprofit Technology
- User Training
- Troubleshooting
- Community Engagement
- Documentation

### 🗣️ LANGUAGES

- English
- Spanish
- French

### 📁 WORK EXPERIENCE

#### Desktop Support Technician

2020-2023

Helping Hands Nonprofit

- Provided technical support for staff and volunteers, ensuring efficient use of IT resources.
- Managed user accounts and provided onboarding support for new employees.
- Troubleshoot hardware and software issues, achieving a 90% resolution rate on first contact.
- Conducted training sessions on productivity software to enhance staff efficiency.
- Maintained accurate records of IT assets and support requests.
- Collaborated with program managers to identify technology needs for various initiatives.

#### IT Assistant

2019-2020

Community Outreach Program

- Supported IT operations for community programs by troubleshooting technical issues.
- Assisted in implementing new software tools that improved program reporting.
- Provided training and support to volunteers on technology use.
- Created user guides and documentation for common IT processes.
- Responded to support tickets, maintaining a high level of satisfaction.
- Participated in fundraising events to promote IT awareness in the community.

### ★ ACHIEVEMENTS

- Recognized for outstanding service during technology implementation for a major program.
- Increased user satisfaction ratings by 20% through improved support processes.
- Successfully trained 50+ volunteers on new software tools during annual workshops.