

MICHAEL ANDERSON

Desktop Support Technician

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Dynamic Desktop Support Technician with a focus on cybersecurity, bringing over 5 years of experience in supporting IT infrastructure within corporate environments. Expert in identifying and mitigating security vulnerabilities while providing excellent technical support. Possess a strong understanding of networking principles, firewall configurations, and endpoint security. Committed to ensuring that technology solutions align with security best practices.

WORK EXPERIENCE

Desktop Support Technician | Secure IT Services

Jan 2022 – Present

- Provided technical support for a corporate client base of over 400 users.
- Troubleshoot security issues, including malware infections and unauthorized access.
- Managed antivirus software installations and updates across all endpoints.
- Conducted security awareness training for employees to enhance cybersecurity practices.
- Maintained and updated IT security documentation for compliance purposes.
- Collaborated with the cybersecurity team to implement new security measures.

IT Support Engineer | Corporate Security Solutions

Jul 2019 – Dec 2021

- Supported IT infrastructure for various corporate clients, focusing on security compliance.
- Assisted in the deployment of security tools and monitoring software.
- Responded to support tickets related to security incidents promptly.
- Developed training materials for users on security best practices.
- Conducted regular audits of IT systems to ensure compliance with security policies.
- Collaborated with cross-functional teams to enhance overall security posture.

SKILLS

Technical Support

Cybersecurity

Troubleshooting

Security Awareness

Endpoint Protection

Network Security

EDUCATION

Bachelor of Science in Cybersecurity

2016

University of Cyber Studies

ACHIEVEMENTS

- Achieved a 99% resolution rate for security-related support tickets.
- Developed a security training program that reduced security incidents by 30%.
- Recognized for excellence in service during corporate security audits.

LANGUAGES

English

Spanish

French