MICHAEL ANDERSON

END USER SUPPORT SPECIALIST

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EXPERTISE SKILLS

- Technical Support
- Educational Software
- User Training
- Communication
- Problem Solving
- Help Desk

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Bachelor of Arts in Educational Technology, State University, 2017

REFERENCES

John Smith
Senior Manager, Tech Corp
john.smith@email.com

Sarah Johnson
Director, Innovation Labs
sarah.j@email.com

Michael Brown
VP Engineering, Solutions Inc
mbrown@email.com

With over 4 years of experience as an End User Support Specialist in the education sector, I am skilled in providing comprehensive technical support to faculty and students. My role involves troubleshooting various hardware and software issues while ensuring that all users can access the educational resources they need.

PROFESSIONAL EXPERIENCE

Citywide School District   *Mar 2018 - Present*
End User Support Specialist

- Provided technical support to over 800 students and faculty members, resolving issues related to educational software.
- Assisted in the implementation of new learning management systems, ensuring smooth adoption.
- Conducted training sessions for users, focusing on enhancing their skills with tech tools.
- Utilized ticketing systems to track user issues and monitor resolution progress effectively.
- Collaborated with faculty to identify technological needs and provided tailored support solutions.
- Maintained an updated inventory of IT equipment and software licenses for effective management.

National University   *Dec 2015 - Jan 2018*
IT Help Desk Technician

- Responded to support requests via phone and email, achieving a 92% satisfaction rate from users.
- Documented solutions and user feedback to improve future support processes.
- Managed user accounts and permissions, ensuring compliance with university policies.
- Facilitated workshops for students on effective use of educational technology.
- Analyzed support requests to identify areas for improvement in user support services.
- Provided hands-on support during major university events to ensure tech availability.

ACHIEVEMENTS

- Achieved a 20% increase in user satisfaction through improved training sessions in 2020.
- Recognized for outstanding service during the annual tech fair in 2019.
- Streamlined the help desk process, reducing average response times by 15%.