MICHAEL
ANDERSON

End User Support Specialist

- San Francisco, CA
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As a passionate End User Support Specialist with 3 years of experience in the non-profit sector, I focus on providing technical support to non-profit organizations, ensuring that their staff can effectively utilize technology in their mission-driven work. My background includes assisting with software implementation, troubleshooting issues, and providing user training to enhance overall productivity.

WORK EXPERIENCE

End User Support Specialist | NonProfit Tech Solutions   Jan 2022 – Present

- Provided technical support to over 100 non-profit staff members, focusing on software and hardware issues.
- Assisted with the implementation of new software systems, ensuring smooth transitions.
- Conducted training sessions for staff on best practices for technology usage.
- Documented user issues and provided feedback to improve support services.
- Collaborated with IT teams to ensure all non-profit needs were met effectively.
- Maintained an up-to-date knowledge base of common issues and solutions for user reference.

Technical Support Intern | Helping Hands Organization   Jul 2019 – Dec 2021

- Assisted staff with technical inquiries, achieving a 95% satisfaction rate during my internship.
- Documented solutions and created a user manual for common technical issues.
- Participated in training sessions for new software, enhancing user understanding and efficiency.
- Analyzed user feedback to identify areas for improvement in support services.
- Provided on-site support during events, ensuring all technology functioned properly.
- Supported IT staff in maintaining hardware and software inventory.

SKILLS

Technical Support   User Training   Non-Profit Software   Communication   Troubleshooting   Documentation

EDUCATION

Bachelor of Arts in Information Technology   2019
University of Denver

ACHIEVEMENTS

- Achieved a 30% increase in user satisfaction through proactive training initiatives.
- Recognized for excellence in support during the annual fundraising event in 2020.
- Contributed to a project that streamlined support services, reducing response times by 20%.

LANGUAGES

English   Spanish   French