



MICHAEL ANDERSON

Help Desk Technician

Dynamic Help Desk Analyst with 2 years of experience in the non-profit sector. I bring a strong passion for supporting mission-driven organizations. My experience includes providing technical support for various software used in fundraising and program management. I have successfully contributed to enhancing user experience through effective training and clear documentation.

WORK EXPERIENCE

Help Desk Technician

2020-2023

Charity Tech Support

- Delivered technical support to staff in a non-profit organization, resolving issues with fundraising software.
- Created training materials that empowered staff to utilize software effectively, increasing engagement.
- Managed support requests using a ticketing system, achieving a 90% resolution rate.
- Collaborated with program managers to understand technology needs, ensuring effective solutions.
- Improved documentation of common issues, reducing repeat inquiries by 30%.
- Provided feedback to management on software enhancements based on user experience.

IT Support Intern

2019-2020

Community Outreach Center

- Assisted in providing support for various office software and hardware issues.
- Conducted training sessions for volunteers on software use, enhancing their productivity.
- Maintained inventory of IT equipment, ensuring all tools were up-to-date and functional.
- Helped develop user manuals that improved the onboarding process for new volunteers.
- Supported data entry tasks, improving efficiency in program reporting.
- Recognized for outstanding contribution to volunteer training and support.

ACHIEVEMENTS

- Increased staff proficiency with fundraising software by 35% through targeted training sessions.
- Awarded the Intern of the Year for exceptional contributions to the team.
- Successfully implemented a new ticketing system that improved response times.

CONTACT

(555) 234-5678

michael.anderson@email.com

San Francisco, CA

EDUCATION

Bachelor of Arts in Information Technology

University of Non-Profit
2019

SKILLS

- Technical support
- Non-profit software
- User training
- Documentation
- Customer service
- Troubleshooting

LANGUAGES

- English
- Spanish
- French