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SKILLS

- Technical Support
- Educational Technology
- Customer Service
- Troubleshooting
- Documentation
- Training

EDUCATION

ASSOCIATE DEGREE IN INFORMATION TECHNOLOGY, TECHNICAL COLLEGE, 2019

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Received 'Best Support' recognition from the faculty for outstanding service.
- Improved classroom technology utilization by 20% through effective training.
- Developed a troubleshooting guide that reduced resolution times by 15%.

Michael Anderson

HELP DESK TECHNICIAN

Proactive Help Desk Technician with over 3 years of experience in the education sector, specializing in providing IT support to faculty and students. Skilled in troubleshooting classroom technologies and ensuring seamless integration of educational software. Committed to enhancing the technological learning environment and fostering a culture of continuous improvement. Excellent communicator with the ability to explain technical concepts to non-technical users.

EXPERIENCE

HELP DESK TECHNICIAN

Citywide School District

2016 - Present

- Provided IT support for over 500 students and faculty, addressing hardware and software issues.
- Managed installation and maintenance of classroom technology, resulting in a 20% increase in usage.
- Conducted technology training sessions for educators on the latest educational tools.
- Documented issues and resolutions in a centralized system for future reference.
- Assisted in the deployment of new educational software across the district.
- Collaborated with the IT team to improve network reliability and performance.

TECHNICAL SUPPORT INTERN

Local Community College

2014 - 2016

- Provided support for faculty and staff with various technical issues.
- Assisted in troubleshooting classroom equipment, achieving a 95% uptime.
- Documented support interactions to improve service delivery.
- Participated in team meetings to discuss ongoing projects and enhancements.
- Helped develop user manuals for new software applications.
- Received positive feedback from users for exceptional support and quick resolutions.