



MICHAEL ANDERSON

Infrastructure Support Specialist

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SUMMARY

Dedicated Infrastructure Support Analyst with over 6 years of experience in managing complex IT infrastructures. Proven track record of improving system performance and reliability through strategic upgrades and maintenance. Adept at troubleshooting hardware and software issues, ensuring minimal downtime and enhancing user satisfaction. Skilled in implementing IT best practices and solutions that align with business objectives.

WORK EXPERIENCE

Infrastructure Support Specialist Tech Solutions Inc.

Jan 2023 - Present

- Managed daily operations of network infrastructure, ensuring 99.9% uptime.
- Conducted regular system audits and performance tuning to enhance IT service delivery.
- Provided 24/7 support to end-users, troubleshooting hardware and software issues effectively.
- Implemented a new ticketing system, reducing response time by 30%.
- Collaborated with vendors for hardware procurement and service contracts.
- Documented IT procedures and created knowledge base articles for staff training.

IT Support Technician Global Tech Corp.

Jan 2020 - Dec 2022

- Supported over 500 employees by resolving IT-related issues in a timely manner.
 - Assisted in the deployment of new software applications, facilitating user training.
 - Maintained an inventory of IT equipment, ensuring proper asset management.
 - Developed and executed backup procedures, significantly improving data recovery times.
 - Monitored network performance and reported anomalies to senior management.
 - Participated in disaster recovery planning and execution processes.
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EDUCATION

Bachelor of Science in Information Technology

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Troubleshooting, Network Management, IT Support, System Upgrades, User Training, Documentation
- **Awards/Activities:** Awarded Employee of the Month for outstanding customer service.
- **Awards/Activities:** Implemented a cost-saving initiative that reduced IT expenses by 15%.
- **Awards/Activities:** Successfully led a team project that upgraded network infrastructure, increasing speed by 40%.
- **Languages:** English, Spanish, French