

# MICHAEL ANDERSON

IT Support Analyst

- San Francisco, CA
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Analytical Infrastructure Support Analyst with 3 years of experience in the educational sector. Skilled in managing IT systems that support academic operations and enhance learning experiences. Proven ability to provide technical support and training to faculty and students. Strong background in troubleshooting, system maintenance, and technology integration within educational environments. Committed to leveraging technology to improve educational outcomes.

## WORK EXPERIENCE

### IT Support Analyst | Local University

Jan 2022 – Present

- Provided technical support for faculty and students, resolving issues promptly.
- Assisted in the deployment of classroom technology and learning management systems.
- Conducted training sessions for staff on new educational software.
- Monitored system performance to ensure optimal functionality.
- Collaborated with IT team to enhance cybersecurity measures.
- Documented user issues and created knowledge base articles for future reference.

### Help Desk Technician | City School District

Jul 2019 – Dec 2021

- Supported IT operations by addressing hardware and software issues.
- Maintained an inventory of educational technology resources.
- Facilitated user training on digital tools and resources.
- Assisted in the setup of new classrooms with technology solutions.
- Monitored classroom technology to ensure consistent performance.
- Participated in the evaluation of new educational technologies for adoption.

## SKILLS

Educational Technology

Technical Support

User Training

System Maintenance

IT Collaboration

Cybersecurity

## EDUCATION

### Bachelor of Science in Computer Science

2015 – 2019

University

## ACHIEVEMENTS

- Improved user satisfaction ratings by 25% through enhanced support services.
- Successfully implemented a new learning management system that increased engagement.
- Recognized for exceptional contributions during technology rollouts.

## LANGUAGES

English

Spanish

French