MA

MICHAEL ANDERSON

Infrastructure Support Engineer

CONTACT

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📍 San Francisco, CA

EDUCATION

Bachelor of Science in Information Systems

Education University
2017

SKILLS

- Educational Technology
- Technical Support
- User Training
- Classroom Management
- Troubleshooting
- Documentation

LANGUAGES

- English
- Spanish
- French

Proactive Infrastructure Support Engineer with over 4 years of experience in the education sector. My expertise lies in ensuring the reliability and security of IT infrastructure to support educational technology initiatives. I have a strong background in providing technical support to students and faculty, ensuring that learning environments are optimized for technology use.

💼 WORK EXPERIENCE

Infrastructure Support Engineer
2020-2023

Innovative Learning Academy

- Managed IT infrastructure for a campus with over 1,500 students and staff.
- Provided technical support for educational software, achieving a 90% satisfaction rating.
- Configured and maintained classroom technology, including smart boards and projectors.
- Conducted training sessions for faculty on new educational tools and software.
- Collaborated with academic departments to identify and address technology needs.
- Documented troubleshooting procedures to streamline support efforts.

IT Support Technician
2019-2020

Community College

- Provided IT support for staff and students, resolving issues quickly and efficiently.
- Assisted in the setup of computer labs and classroom technology.
- Maintained inventory of IT equipment and software licenses.
- Participated in the rollout of a new learning management system.
- Developed user guides and training materials for faculty and students.
- Supported the IT team in maintaining network infrastructure and security.

★ ACHIEVEMENTS

- Improved user satisfaction ratings by implementing a new support ticketing system.
- Recognized for outstanding service with an 'Excellence in Support' award in 2021.
- Successfully led the upgrade of classroom technology, enhancing learning experiences.