MICHAEL ANDERSON

IT Support Administrator

MA

CONTACT

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- San Francisco, CA

EDUCATION

Bachelor of Arts in Information Systems

University of Technology
2018

SKILLS

- User Support
- Helpdesk Management
- IT Documentation
- Software Deployment
- Troubleshooting
- Technical Training

LANGUAGES

- English
- Spanish
- French

Dedicated IT Administrator with a passion for enhancing user experience and a solid 4 years of experience in IT support and administration. My approach is centered on understanding user needs and providing tailored solutions to improve IT functionality. I have a proven ability to manage multiple projects simultaneously while maintaining high-quality standards.

💼 WORK EXPERIENCE

IT Support Administrator
2020-2023

User First Technologies

- Provided IT support to a diverse user base of over 400 employees.
- Managed helpdesk tickets, achieving a resolution rate of 95% within 24 hours.
- Coordinated equipment setup and installation for new hires.
- Created user guides and troubleshooting documentation.
- Assisted in software deployment and updates across departments.
- Trained users on effective IT resource utilization.

Junior IT Technician
2019-2020

TechSupport Co.

- Assisted in technical support for software and hardware issues.
- Maintained inventory of IT supplies and equipment.
- Provided training for staff on new technologies.
- Resolved helpdesk tickets efficiently, improving user satisfaction rates.
- Documented IT processes and standard operating procedures.
- Supported team members in troubleshooting technical issues.

★ ACHIEVEMENTS

- Awarded 'Outstanding IT Support' in 2021 by management.
- Successfully reduced resolution time for helpdesk tickets by 20%.
- Recognized for creating user-friendly documentation that improved onboarding processes.