MA

MICHAEL ANDERSON

IT Consultant

📞 CONTACT

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📍 San Francisco, CA

🎓 EDUCATION

Bachelor of Science in Information Technology

University of Michigan
2016-2020

★ SKILLS

- business outcomes
- project management
- stakeholder engagement
- user support
- documentation
- training

🗛 LANGUAGES

- English
- Spanish
- French

Dedicated IT Consultant with a strong emphasis on leveraging technology to enhance business outcomes. Extensive experience in assessing client needs and developing strategic IT solutions that drive efficiency and effectiveness. Expertise in managing project lifecycles from conception through to implementation and review. Proven skills in stakeholder engagement and fostering collaborative relationships to ensure successful project delivery.

💼 WORK EXPERIENCE

IT Consultant
2020-2023

Prime Solutions Inc.

- Conducted needs assessments to identify technology gaps in client operations.
- Developed and executed IT project plans to meet client objectives.
- Collaborated with cross-functional teams to deliver integrated solutions.
- Provided ongoing support and training to ensure user proficiency.
- Documented project milestones and outcomes for client review.
- Engaged in regular communication with stakeholders to update on project status.

IT Support Specialist
2019-2020

Tech Support Co.

- Provided technical support for client systems and applications.
- Assisted in troubleshooting and resolving IT-related issues.
- Documented support processes and user guides for reference.
- Participated in the implementation of new software solutions.
- Conducted user training sessions on software applications.
- Engaged with clients to gather feedback on support services.

★ ACHIEVEMENTS

- Increased client satisfaction ratings by 35% through effective service delivery.
- Successfully managed a project that resulted in a 20% cost reduction.
- Recognized for exceptional team collaboration and effectiveness in 2023.