



Michael

ANDERSON

IT INFRASTRUCTURE ANALYST

Dedicated IT Infrastructure Analyst with over 6 years of experience in the education sector. My focus is on leveraging technology to enhance learning environments and streamline administrative processes. I have the ability to implement innovative IT solutions that not only improve system performance but also support educational initiatives. My experience includes working closely with educators and administrators to understand their needs and develop tailored IT strategies that foster academic success.

CONTACT

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- 📍 San Francisco, CA

SKILLS

- Learning Management Systems
- Technical Support
- IT Policy Development
- Project Management
- User Training
- System Performance Monitoring

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY, EDUCATIONAL TECHNOLOGY, UNIVERSITY OF EDUCATION, 2014

ACHIEVEMENTS

- Recognized as 'Employee of the Month' for exceptional service in 2019.
- Successfully led an initiative to enhance network reliability, improving connectivity across campus.
- Achieved certification in Educational Technology, enhancing expertise in the field.

WORK EXPERIENCE

IT INFRASTRUCTURE ANALYST

EduTech Innovations

2020 - 2025

- Implemented a new Learning Management System (LMS), increasing user engagement by 40%.
- Conducted training sessions for faculty on new technologies, resulting in a 50% increase in adoption rates.
- Managed IT assets and inventory, reducing operational costs by 20%.
- Collaborated with educational staff to customize IT solutions that enhanced classroom experiences.
- Monitored system performance and user feedback to drive continuous improvements.
- Developed IT policies to ensure compliance with educational standards and regulations.

JUNIOR IT SUPPORT TECHNICIAN

City University

2015 - 2020

- Provided technical support for students and faculty, resolving issues promptly and effectively.
- Assisted in the rollout of new educational software, training users on functionality.
- Maintained classroom technology, ensuring reliable access to resources for learning.
- Documented IT support processes, improving efficiency in service delivery.
- Participated in the analysis of IT needs for upcoming academic programs.
- Collaborated with the IT team to enhance system security measures.