MICHAEL ANDERSON

IT Infrastructure Coordinator

CONTACT

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- San Francisco, CA

EDUCATION

Bachelor of Science in Computer Information Systems

University
2016-2020

SKILLS

- Network Configuration
- Server Management
- Technical Support
- Project Coordination
- Documentation
- User Training

LANGUAGES

- English
- Spanish
- French

I am an ambitious IT Infrastructure Engineer with a diverse background spanning over 4 years in managing IT systems primarily within the retail and logistics industries. My expertise lies in network configuration, server management, and troubleshooting, which has enabled organizations to streamline their operations and improve service delivery. I have developed strong problem-solving skills that allow me to quickly diagnose issues and implement effective solutions.

WORK EXPERIENCE

IT Infrastructure Coordinator
2020-2023

RetailTech Solutions

- Coordinated the implementation of IT infrastructure for new retail locations, ensuring all systems were operational by opening day.
- Managed network configurations that improved connectivity and reduced downtime by 20%.
- Provided on-site support during system rollouts, ensuring user readiness and satisfaction.
- Collaborated with vendors for IT equipment procurement, optimizing budget allocations.
- Documented all IT processes and procedures for future training purposes.
- Achieved a 90% satisfaction rate from users through effective training and support.

IT Support Specialist
2019-2020

Logistics Solutions Group

- Provided technical support to logistics teams, troubleshooting hardware and software issues.
- Assisted in the configuration of network devices and systems for warehouses.
- Monitored system performance and reported on key metrics to management.
- Participated in disaster recovery planning, ensuring business continuity.
- Conducted training sessions to improve user proficiency with IT systems.
- Achieved recognition for outstanding service and reliability.

ACHIEVEMENTS

- Successfully implemented a new inventory management system that improved accuracy by 30%.
- Recognized as Employee of the Month for exemplary service in IT support.
- Achieved a project completion rate of 95% within predefined timelines.