MA

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📍 San Francisco, CA

🌐 www.michaelanderson.com

SKILLS

- Technical Support
- System Configuration
- ITIL
- Documentation
- Team Collaboration
- Service Delivery

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY, CITY COLLEGE

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Improved IT support ticket resolution time by 15% through process optimization.
- Received positive feedback from users for outstanding support services.
- Completed a certification in IT Service Management to enhance skills.

Michael Anderson

IT SUPPORT ENGINEER

Detail-oriented IT Operations Engineer with over 4 years of experience in system support and IT infrastructure management. Skilled in troubleshooting and resolving technical issues to ensure minimal disruption to business operations. Strong understanding of IT service management frameworks and a commitment to delivering high-quality support. Capable of working independently as well as collaboratively within a team.

EXPERIENCE

IT SUPPORT ENGINEER
Digital Services Group
2016 - Present

- Provided first-line support for hardware and software issues, achieving a 90% resolution rate.
- Configured and deployed new workstations, ensuring a smooth onboarding process for new employees.
- Assisted in IT infrastructure projects, enhancing system capabilities and performance.
- Documented technical procedures and created user guides for reference.
- Monitored system performance and reported on key metrics to management.
- Collaborated with cross-departmental teams to enhance service delivery.

IT INTERN
Next Level Technologies
2014 - 2016

- Supported IT team in daily operations, gaining hands-on experience in system management.
- Assisted in troubleshooting network connectivity issues for end-users.
- Learned to document IT processes and procedures for future reference.
- Participated in team meetings to discuss ongoing projects and improvements.
- Contributed to the setup of new IT systems and software applications.
- Gained exposure to ITIL practices and customer service excellence.