MICHAEL ANDERSON

IT SUPPORT CONSULTANT

CONTACT

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- 📍 San Francisco, CA

SKILLS

- Technical Support
- Help Desk Management
- User Training
- IT Strategy
- ERP Systems
- Cybersecurity

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF ARTS IN COMPUTER SCIENCE

ACHIEVEMENTS

- Contributed to a 50% decrease in IT-related downtime through proactive monitoring.
- Received a Star Performer award for outstanding service in 2020.
- Successfully led a team project that improved IT service delivery by 30%.

PROFILE

With a decade-long career in IT support, I have established myself as a reliable consultant with a proven track record of solving complex technical issues. My journey began in a small tech startup where I learned the importance of flexibility and quick thinking in a dynamic environment.

EXPERIENCE

IT SUPPORT CONSULTANT

Innovatech Solutions

2016 - Present

- Provided IT support for over 700 users in a rapidly growing tech company.
- Implemented a new help desk software that reduced ticket resolution time by 40%.
- Conducted regular IT workshops to improve staff proficiency with software tools.
- Managed hardware refresh cycles that improved system performance and reliability.
- Developed a knowledge base that decreased repetitive queries by 25%.
- Collaborated with the cybersecurity team to enhance network security protocols.

IT SUPPORT TECHNICIAN

TechWave Enterprises

2014 - 2016

- Provided technical support for software applications and hardware for 400+ users.
- Reduced average response time from 2 hours to 30 minutes through process optimization.
- Trained new employees on IT systems and protocols, improving onboarding efficiency.
- Maintained inventory of IT assets, ensuring adequate supply of critical equipment.
- Assisted in the deployment of a new enterprise resource planning (ERP) system.
- Created detailed reports on system performance and user satisfaction to guide improvements.