MICHAEL ANDERSON

IT Support Consultant

CONTACT

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- San Francisco, CA

EDUCATION

Bachelor of Arts in Information Technology for Non-Profits

University
2016-2020

SKILLS

- Non-Profit IT Support
- Technology Implementation
- User Training
- Documentation
- IT Troubleshooting
- Cost-effective Solutions

LANGUAGES

- English
- Spanish
- French

As a dedicated IT Support Consultant with over 5 years of experience in the non-profit sector, I have developed a strong understanding of the unique challenges faced by organizations in this industry. My career began at a local non-profit, where I provided essential IT support to help streamline operations and improve service delivery.

💼 WORK EXPERIENCE

IT Support Consultant   2020-2023

Charity Tech Solutions

- Provided IT support for over 100 non-profit organizations, enhancing their operational efficiency.
- Implemented a donor management system that improved tracking and reporting by 50%.
- Trained staff on new software tools, boosting overall technology proficiency.
- Resolved technical issues promptly, ensuring minimal disruption to services.
- Developed user-friendly documentation to assist staff with common IT tasks.
- Collaborated with stakeholders to assess and implement technology needs.

IT Support Technician   2019-2020

Hope Foundation

- Provided technical support for IT systems used by staff and volunteers.
- Assisted in the implementation of a new communication platform to improve collaboration.
- Conducted training sessions for volunteers on basic IT skills.
- Maintained and updated software applications to ensure compliance with legal standards.
- Created a resource guide for volunteers to access IT support quickly.
- Managed IT inventory, ensuring all systems were functioning optimally.

★ ACHIEVEMENTS

- Recognized for outstanding service with a Volunteer Appreciation Award.
- Successfully improved IT support efficiency, resulting in a 30% reduction in response times.
- Played a key role in achieving a 25% increase in donor engagement through improved systems.