

# MICHAEL ANDERSON

IT Support Consultant

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I am a results-driven IT Support Consultant with over 11 years of experience in corporate IT environments, focusing on improving employee productivity and system efficiency. My career began in a multinational corporation, where I provided first-level support to employees and quickly transitioned to more advanced roles due to my strong analytical skills and commitment to continuous improvement.

## WORK EXPERIENCE

### IT Support Consultant | Corporate Solutions Ltd.

Jan 2022 – Present

- Provided comprehensive IT support for over 1,000 employees in a global corporation.
- Led initiatives to upgrade IT infrastructure, resulting in a 50% improvement in system performance.
- Implemented IT service management practices that reduced incident response times by 40%.
- Conducted training programs to enhance staff understanding of IT tools and resources.
- Developed strategic IT plans in collaboration with management to align technology with business goals.
- Monitored user satisfaction and implemented feedback mechanisms to improve service delivery.

### IT Support Analyst | Global Enterprises Inc.

Jul 2019 – Dec 2021

- Provided first-level support for technical issues impacting over 700 employees.
- Assisted in the rollout of a new intranet platform, improving communication across departments.
- Analyzed support ticket data to identify trends and areas for improvement.
- Collaborated with vendors to ensure timely hardware repairs and replacements.
- Facilitated user acceptance testing for new software applications, ensuring their readiness for deployment.
- Maintained documentation of IT procedures and best practices for future reference.

## SKILLS

Corporate IT Support

IT Infrastructure Management

Project Management

IT Service Management

User Training

Data Analysis

## EDUCATION

### Bachelor of Science in Computer Information Systems

2015 – 2019

University

## ACHIEVEMENTS

- Recognized for excellence in service delivery with a Corporate Excellence Award in 2020.
- Played a key role in achieving a 45% reduction in IT-related downtime through strategic upgrades.
- Consistently received high user satisfaction ratings, averaging 98% over three years.

## LANGUAGES

English

Spanish

French