MICHAEL ANDERSON

IT Support Specialist

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SUMMARY

Dynamic IT Support Coordinator with over 5 years of experience in managing IT support services in fast-paced environments. Proven track record in delivering high-quality technical support, resolving complex issues, and ensuring optimal system performance. Adept at collaborating with cross-functional teams to enhance user experience and streamline IT operations. Skilled in training staff on new technologies and providing ongoing support to ensure seamless integration.

WORK EXPERIENCE

IT Support Specialist Tech Innovations Inc.   *Jan 2023 - Present*

- Provided technical support to over 300 end-users, resolving 98% of issues on first contact.
- Managed and maintained IT inventory, ensuring all hardware and software were up-to-date.
- Implemented a ticketing system that improved response time by 30%.
- Conducted training sessions for new employees on IT protocols and software.
- Collaborated with vendors to procure necessary equipment and software licenses.
- Developed documentation for troubleshooting common technical issues, enhancing team efficiency.

Junior IT Technician Global Solutions Ltd.   *Jan 2020 - Dec 2022*

- Assisted in the installation and configuration of computer systems and networks.
- Resolved hardware and software issues, reducing downtime by 25%.
- Maintained user accounts and permissions in Active Directory.
- Monitored system performance and provided recommendations for improvements.
- Participated in regular system backups and disaster recovery testing.
- Provided exceptional customer service, receiving positive feedback from users.

EDUCATION

Bachelor of Science in Information Technology, University of Technology, 2016   *Sep 2019 - Oct 2020*

ADDITIONAL INFORMATION

- **Technical Skills:** Technical support, Customer service, Troubleshooting, Software installation, Network configuration, Documentation
- **Awards/Activities:** Achieved 'Employee of the Month' award twice for outstanding service.
- **Awards/Activities:** Reduced average resolution time from 48 hours to 24 hours.
- **Awards/Activities:** Successfully led a project to upgrade all systems to Windows 10 ahead of schedule.
- **Languages:** English, Spanish, French