



# MICHAEL ANDERSON

## IT SUPPORT MANAGER

### CONTACT

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- michael.anderson@email.com
- San Francisco, CA

### SKILLS

- IT management
- User training
- Project coordination
- Helpdesk software
- Technical documentation
- Vendor management

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

**MASTER OF EDUCATION IN  
EDUCATIONAL TECHNOLOGY,  
UNIVERSITY OF LEARNING, 2018**

### ACHIEVEMENTS

- Increased helpdesk efficiency by 35% through process improvements.
- Received commendation from the school board for exceptional service during technology upgrades.
- Successfully implemented a district-wide training program for new technology tools.

### PROFILE

Results-driven IT Support Coordinator with 8 years of experience in providing comprehensive IT support for educational institutions. Expert in managing technical support teams, coordinating IT projects, and enhancing the user experience for students and faculty. Proven ability to implement innovative solutions that optimize operational efficiency and reduce costs. Known for exceptional problem-solving skills and a strong commitment to service excellence.

### EXPERIENCE

#### IT SUPPORT MANAGER

##### ABC University

*2016 - Present*

- Led a team of 10 IT support staff, overseeing ticket resolution and service delivery.
- Implemented a new helpdesk software that increased user satisfaction ratings by 40%.
- Coordinated IT training programs for faculty, improving tech adoption rates.
- Managed the deployment of new hardware and software across campus.
- Conducted regular audits of IT resources to ensure compliance with regulations.
- Developed and maintained relationships with vendors for equipment procurement.

#### TECHNICAL SUPPORT ASSOCIATE

##### XYZ School District

*2014 - 2016*

- Provided hands-on support for over 1000 staff and students in various IT-related issues.
- Created user guides and resources to enhance digital literacy among users.
- Troubleshoot and resolved network connectivity issues in a timely manner.
- Assisted in the integration of new educational technologies within the curriculum.
- Maintained an inventory of IT equipment for budgeting purposes.
- Collaborated with teachers to ensure technology met educational needs.