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SKILLS

- Retail IT support
- POS systems
- Customer service
- Training
- Troubleshooting
- Vendor management

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY, RETAIL UNIVERSITY, 2015

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Increased customer satisfaction ratings through improved technology support.
- Received 'Best IT Support Team' award for outstanding service during peak seasons.
- Successfully managed the transition to new retail management software across all locations.

Michael Anderson

IT SUPPORT COORDINATOR

Dedicated IT Support Coordinator with over 7 years of experience in the retail industry. Expert in managing IT infrastructure, providing on-site support, and ensuring a seamless customer experience through effective technology use. Proven ability to troubleshoot hardware and software issues promptly, leading to increased operational efficiency. Strong communication skills with a focus on collaboration with store managers and staff.

EXPERIENCE

IT SUPPORT COORDINATOR

Retail Excellence Corp.

2016 - Present

- Managed IT support for over 50 retail locations, ensuring system reliability and uptime.
- Implemented a centralized helpdesk system, improving ticket resolution times by 35%.
- Trained store staff on POS systems, enhancing transaction efficiency.
- Conducted regular audits of IT systems to ensure compliance with industry standards.
- Collaborated with vendors for hardware procurement and maintenance services.
- Developed training materials for new technology rollouts across stores.

IT SUPPORT TECHNICIAN

Smart Retail Solutions

2014 - 2016

- Resolved technical issues for staff and customers in a high-volume retail environment.
- Assisted in the setup of new technology and systems for store openings.
- Maintained an accurate inventory of IT assets and equipment.
- Created a troubleshooting guide that reduced response time by 40%.
- Participated in team meetings to discuss user feedback and improvement strategies.
- Provided exceptional customer service, receiving commendations from management.