



# MICHAEL ANDERSON

## IT Support Associate

Enthusiastic IT Support Coordinator with 3 years of experience in the non-profit sector. Specialized in providing technical assistance and support for various programs, ensuring that technology enhances service delivery. Strong ability to communicate technical information to non-technical staff and stakeholders. Passionate about using technology to drive organizational missions and support community initiatives.

### WORK EXPERIENCE

#### IT Support Associate

2020-2023

Helping Hands Organization

- Provided technical support for staff and volunteers, resolving issues efficiently.
- Assisted in maintaining IT equipment and software for program operations.
- Conducted workshops to train staff on new technologies and best practices.
- Supported the implementation of a new donor management system.
- Collaborated with external vendors for IT service agreements and support.
- Developed user-friendly documentation for software applications.

#### IT Intern

2019-2020

Community Support Services

- Assisted in troubleshooting technical issues for staff and clients.
- Maintained an inventory of IT resources and assisted in procurement.
- Provided support for virtual events and online fundraising initiatives.
- Participated in team meetings to share feedback and suggestions for IT improvements.
- Created and updated training materials for staff on software usage.
- Helped improve communication through the implementation of a cloud-based solution.

### ACHIEVEMENTS

- Improved staff satisfaction with IT support services by 25% through training.
- Successfully led a project to digitize donor records, enhancing accessibility.
- Recognized for outstanding contributions to community initiatives through technology.

### CONTACT

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### EDUCATION

#### Bachelor of Science in Information Technology

Community University  
2019

### SKILLS

- Technical support
- Non-profit IT
- Training
- Documentation
- Vendor management
- Communication

### LANGUAGES

- English
- Spanish
- French