

# MICHAEL ANDERSON

IT Support Lead

- San Francisco, CA
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Experienced IT Support Coordinator with over 9 years in the telecommunications industry. Proven track record in managing IT support operations, optimizing system performance, and delivering exceptional customer service. Skilled in troubleshooting and resolving complex technical issues while maintaining compliance with industry standards. Excellent communication and leadership abilities, with a focus on team collaboration and user satisfaction.

## WORK EXPERIENCE

### IT Support Lead | Telecom Innovations Inc.

Jan 2022 – Present

- Led a team of IT support technicians, overseeing all technical support operations.
- Implemented a comprehensive training program that improved team performance by 40%.
- Managed escalated technical incidents, ensuring timely resolution and customer satisfaction.
- Collaborated with engineering teams to design and implement new IT solutions.
- Conducted regular performance reviews and provided coaching to team members.
- Developed and maintained service level agreements with stakeholders.

### Senior IT Technician | ConnectNow Communications

Jul 2019 – Dec 2021

- Provided advanced technical support for telecommunications systems and services.
- Troubleshoot network issues, enhancing system uptime by 30%.
- Assisted in the deployment of new telecommunication technologies.
- Documented technical procedures to streamline support processes.
- Participated in cross-functional teams to improve IT service delivery.
- Received recognition for outstanding service in customer support initiatives.

## SKILLS

Telecommunications IT

Technical support

Team leadership

Troubleshooting

Documentation

Customer service

## EDUCATION

### Bachelor of Engineering in Telecommunications

2012

Tech University

## ACHIEVEMENTS

- Improved customer satisfaction ratings by 35% through effective support strategies.
- Successfully led a project to upgrade network infrastructure, resulting in increased efficiency.
- Recognized as 'Top Performer' in customer support for two consecutive years.

## LANGUAGES

English

Spanish

French