MA

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🌐 www.michaelanderson.com

SKILLS

- Curriculum Development
- Experiential Learning
- Technical Support
- Digital Literacy
- Community Outreach
- Communication

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER SCIENCE

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Recognized for excellence in teaching with a 'Top Educator' award in 2021.
- Increased student completion rates by 35% through tailored support initiatives.
- Successfully led a digital literacy campaign that reached over 200 participants.

Michael Anderson

IT SUPPORT EDUCATOR

Enthusiastic IT Support Educator with over 5 years of experience in educational technology and IT training. Proven track record of designing and implementing successful IT support programs that cater to diverse audiences. Strong advocate for experiential learning, leveraging hands-on activities to facilitate knowledge retention. Skilled in developing interactive learning materials and engaging presentations that simplify complex IT concepts.

EXPERIENCE

IT SUPPORT EDUCATOR

Innovative Learning Center

2016 - Present

- Created engaging IT support curriculum for adult learners, increasing engagement by 30%.
- Utilized simulations and role-playing to teach troubleshooting techniques.
- Designed assessments to evaluate student understanding and skills application.
- Organized community workshops to promote digital literacy among non-traditional students.
- Conducted follow-up sessions to reinforce learning and address individual challenges.
- Collaborated with local organizations to provide IT support training for underserved populations.

HELP DESK TECHNICIAN

TechAid Services

2014 - 2016

- Delivered technical support to clients via phone, email, and in-person.
- Resolved over 150 support tickets weekly, maintaining a high satisfaction rate.
- Assisted in the development of training manuals for both staff and clients.
- Participated in onboarding new employees and training them on support processes.
- Implemented a customer feedback system that improved service delivery.
- Maintained detailed records of customer interactions for future reference.