MA

Michael
ANDERSON

IT SUPPORT ENGINEER

CONTACT

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SKILLS

- Educational Software
- User Training
- Helpdesk Management
- IT Infrastructure
- Classroom Technology
- Technical Documentation

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF ARTS IN EDUCATIONAL TECHNOLOGY, UNIVERSITY OF EDUCATION, 2015

ACHIEVEMENTS

- Recognized for excellence in support with the Outstanding Service Award from the academy.
- Increased technology adoption rates among faculty by 40% through targeted training.
- Contributed to a successful transition to online learning during the pandemic, ensuring continuity of education.

Enthusiastic IT Support Engineer with 6 years of experience in the education sector, focused on providing innovative technological solutions to enhance learning environments. My technical expertise encompasses a wide range of educational software and hardware, enabling me to support students and faculty effectively. I have a proven track record of implementing new technologies that drive efficiency and improve educational outcomes.

WORK EXPERIENCE

IT SUPPORT ENGINEER
Future Learning Academy

2020 - 2025

- Provided technical support for educational software, improving access for over 1,000 students and staff.
- Developed and delivered training sessions on new technologies, enhancing user engagement.
- Implemented a helpdesk system that reduced response times by 45%.
- Collaborated with educators to integrate technology into the curriculum effectively.
- Managed classroom technology setups, ensuring optimal performance during lessons.
- Assisted in the deployment of a new learning management system, streamlining communication and resources.

TECHNICAL SUPPORT ASSISTANT
City College

2015 - 2020

- Supported IT infrastructure for classrooms and labs, ensuring all systems were functional.
- Responded to support requests, achieving a 98% satisfaction rating among users.
- Created user guides and FAQs for common issues, improving self-service support.
- Assisted with software installations and upgrades, enhancing system capabilities.
- Coordinated technology workshops for faculty, promoting the effective use of educational tools.
- Maintained accurate records of IT assets and support requests for reporting purposes.