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SKILLS

- Point-of-Sale Systems
- Customer Service
- Technical Support
- Software Management
- User Training
- Troubleshooting

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY, COLLEGE OF RETAIL STUDIES, 2017

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Recognized as Employee of the Month for outstanding support and dedication to retail operations.
- Implemented a new reporting system that improved inventory accuracy by 20%.
- Developed a user feedback mechanism that enhanced service delivery based on staff input.

Michael Anderson

IT SUPPORT ENGINEER

Innovative IT Support Engineer with over 3 years of experience in the retail industry, adept at managing IT operations and providing exceptional customer service. My role has involved supporting point-of-sale systems, inventory management software, and user hardware, ensuring seamless operations that enhance the customer experience. I thrive in high-energy environments and excel at resolving issues quickly and effectively.

EXPERIENCE

IT SUPPORT ENGINEER

Retail Solutions Co.

2016 - Present

- Provided on-site support for point-of-sale systems, achieving 99% uptime during peak hours.
- Managed software updates and hardware configurations for over 50 retail locations.
- Trained staff on new technology implementations, leading to a 25% increase in efficiency.
- Developed a troubleshooting guide that reduced average issue resolution time by 30%.
- Collaborated with vendors for timely equipment repairs, minimizing operational disruptions.
- Conducted regular assessments of IT equipment, ensuring optimal functionality across all stores.

HELP DESK TECHNICIAN

SuperMart

2014 - 2016

- Provided technical support for retail software applications, resolving issues efficiently.
- Assisted users with hardware and software troubleshooting, achieving a 95% first-call resolution rate.
- Maintained documentation of support requests and resolutions for future reference.
- Participated in technology rollouts for new retail initiatives, ensuring staff readiness.
- Monitored system performance and recommended upgrades to improve user experience.
- Fostered strong relationships with staff, enhancing collaboration across departments.