# MICHAEL ANDERSON

## IT Support Analyst

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## SUMMARY

Dynamic IT Support Operations Analyst with over 8 years of experience in providing robust IT support solutions in fast-paced environments. Proven track record in managing technical issues, enhancing user satisfaction, and driving operational efficiency. Skilled in diagnosing and resolving hardware and software problems, ensuring timely delivery of support services. Adept at collaborating with cross-functional teams to implement effective IT strategies and improve service delivery.

## WORK EXPERIENCE

**IT Support Analyst  Tech Solutions Inc.**                                                *Jan 2023 - Present*

- Provided technical support for over 1,000 employees, resolving 95% of issues on first contact.
- Developed and maintained IT documentation to streamline troubleshooting processes.
- Implemented a ticketing system that reduced average response time by 30%.
- Trained staff on new software tools, leading to a 20% increase in user satisfaction.
- Collaborated with the network team to enhance system security protocols.
- Conducted regular audits of IT equipment to ensure compliance with company standards.

**Technical Support Specialist  Innovatech Services**                              *Jan 2020 - Dec 2022*

- Assisted in the deployment of new hardware and software for client upgrades.
- Managed a high volume of support requests via phone, email, and in-person.
- Utilized remote access tools to troubleshoot issues effectively.
- Created user guides and FAQs to improve self-service options for employees.
- Analyzed support data to identify recurring issues and propose solutions.
- Worked with vendors to resolve complex technical problems efficiently.

## EDUCATION

**Bachelor of Science in Information Technology, University of Technology, 2013**        *Sep 2019 - Oct 2020*

## ADDITIONAL INFORMATION

- **Technical Skills:** Technical Support, Troubleshooting, ITIL, Hardware Management, Customer Service, Documentation
- **Awards/Activities:** Received 'Employee of the Month' award for outstanding customer service.
- **Awards/Activities:** Reduced average support ticket resolution time from 48 hours to 24 hours.
- **Awards/Activities:** Played a key role in successful migration to a new IT management system.
- **Languages:** English,  Spanish,  French