MA

Michael
ANDERSON

CONTACT

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- San Francisco, CA

SKILLS

- IT Support
- Educational Technology
- User Training
- Technical Troubleshooting
- Project Management
- Documentation

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY, STATE UNIVERSITY, 2015

ACHIEVEMENTS

- Recognized for outstanding service with 'Best IT Support Award' at the college.
- Led an initiative that improved IT service delivery by 30%.
- Created a feedback system that enhanced user satisfaction ratings significantly.

IT SUPPORT COORDINATOR

Results-driven IT Support Operations Analyst with over 6 years of experience in the education sector. Proven ability to enhance IT services and improve user experience for students and faculty. Strong expertise in implementing technology solutions that support learning outcomes and administrative efficiency. Skilled in managing IT projects, providing user training, and troubleshooting technical issues.

WORK EXPERIENCE

IT SUPPORT COORDINATOR
Smart Learning Academy

2020 - 2025

- Managed IT support for over 1,200 students and faculty, ensuring continuous operational efficiency.
- Implemented a student helpdesk that improved response times by 40%.
- Developed training workshops on software tools, enhancing student engagement.
- Collaborated with academic departments to assess and implement new technologies.
- Monitored IT infrastructure and resolved issues proactively to minimize downtime.
- Created and maintained IT support documentation for users.

TECHNICAL SUPPORT SPECIALIST
City College

2015 - 2020

- Provided technical assistance for online learning platforms and tools.
- Conducted regular training sessions for faculty on new technologies.
- Supported classroom technology, ensuring smooth operation during lectures.
- Developed a knowledge base that reduced incoming support requests by 25%.
- Analyzed user feedback to improve IT services and support.
- Worked with IT teams to implement cybersecurity measures in the college network.