



MICHAEL ANDERSON

IT Support Technician

San Francisco, CA • (555) 234-5678 • michael.anderson@email.com • www.michaelanderson.com

SUMMARY

Dedicated IT Support Specialist with over 5 years of experience in providing top-notch technical support across various industries. Possessing a strong background in troubleshooting hardware and software issues, I excel at diagnosing and resolving technical problems efficiently. My expertise extends to managing IT infrastructure and ensuring network security, resulting in improved system uptime and user satisfaction.

WORK EXPERIENCE

IT Support Technician Tech Solutions Inc.

Jan 2023 - Present

- Provided Tier 1 and Tier 2 support for over 300 users in a fast-paced corporate environment.
- Diagnosed and resolved hardware and software issues, reducing ticket resolution time by 30%.
- Assisted in the deployment and configuration of new workstations and software applications.
- Maintained documentation of support requests and resolutions, improving knowledge base for future reference.
- Conducted training sessions for staff on new software tools, increasing adoption rates by 25%.
- Collaborated with network engineers to troubleshoot connectivity issues, enhancing overall network performance.

Technical Support Specialist Global Tech Support

Jan 2020 - Dec 2022

- Managed IT support for remote and onsite users, achieving a 95% customer satisfaction rating.
- Implemented a ticketing system that streamlined support requests, reducing response time by 40%.
- Provided hands-on support for hardware repairs and software installations.
- Conducted regular system audits to ensure compliance with security policies.
- Coordinated with vendors for hardware upgrades and replacements, optimizing budget allocation.
- Facilitated workshops for user training on cybersecurity best practices, resulting in a 50% decrease in security incidents.

EDUCATION

Bachelor of Science in Information Technology, State University, 2015

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Technical Support, Troubleshooting, Network Security, User Training, Documentation, Hardware Repair
- **Awards/Activities:** Awarded Employee of the Month for exceptional service in December 2020.
- **Awards/Activities:** Recognized for developing a comprehensive FAQ that reduced support calls by 20%.
- **Awards/Activities:** Successfully led a project to migrate company data to a new server with zero downtime.
- **Languages:** English, Spanish, French