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SKILLS

- Technical Support
- Retail IT
- POS Systems
- User Training
- Troubleshooting
- Documentation

EDUCATION

ASSOCIATE DEGREE IN INFORMATION TECHNOLOGY, COMMUNITY COLLEGE, 2017

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Recognized as Employee of the Month for outstanding service in July 2020.
- Successfully implemented a new ticketing system that improved response times by 25%.
- Received commendation for reducing hardware failure rates through proactive maintenance.

Michael Anderson

IT SUPPORT TECHNICIAN

Enthusiastic IT Support Specialist with over 3 years of experience in the retail industry, focused on delivering exceptional technical support to enhance customer experience. I have developed expertise in troubleshooting point-of-sale systems, inventory management software, and network connectivity issues. My strong communication skills allow me to interact effectively with both technical and non-technical staff, ensuring that solutions are understood and implemented quickly.

EXPERIENCE

IT SUPPORT TECHNICIAN

Retail Innovations LLC

2016 - Present

- Provided technical support for over 200 retail employees, ensuring smooth operation of POS systems.
- Resolved software issues related to inventory management, reducing stock discrepancies by 15%.
- Conducted user training on new software systems, improving staff proficiency by 20%.
- Collaborated with vendors for hardware maintenance, ensuring compliance with service agreements.
- Assisted in the implementation of a new payment processing system, enhancing transaction speed.
- Documented technical issues and resolutions, contributing to a growing knowledge base.

HELP DESK SUPPORT SPECIALIST

Smart Retail Group

2014 - 2016

- Managed IT support for over 150 retail locations, achieving a first-contact resolution rate of 80%.
- Provided remote support for software troubleshooting, reducing downtime significantly.
- Assisted in the rollout of new retail software, ensuring staff were trained and confident in its use.
- Monitored network performance to prevent connectivity issues during peak sales hours.
- Maintained inventory of IT equipment, optimizing resource allocation.
- Created and updated user manuals for new software, facilitating easier onboarding.