

MICHAEL ANDERSON

IT Support Specialist

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Motivated IT Support Specialist with over 5 years of experience in the manufacturing industry, specializing in providing technical support for production systems and machinery. I have a strong understanding of the unique challenges faced in manufacturing environments and possess the skills necessary to resolve technical issues quickly to minimize downtime.

WORK EXPERIENCE

IT Support Specialist | Manufacturing Solutions Inc.

Jan 2022 – Present

- Provided technical support for over 300 manufacturing machines, ensuring minimal downtime.
- Assisted in the implementation of new manufacturing software, training staff on its use.
- Conducted regular maintenance on IT systems to ensure optimal performance.
- Collaborated with production teams to identify technology needs and implement solutions.
- Provided hands-on support for troubleshooting manufacturing equipment, improving efficiency.
- Documented technical issues and resolutions to improve support processes.

Technical Support Technician | Industrial Tech Corp.

Jul 2019 – Dec 2021

- Managed IT support for production facilities, achieving a 95% equipment uptime rate.
- Provided training to operators on new software tools, enhancing operational efficiency.
- Developed and maintained documentation for technical processes, improving knowledge sharing.
- Assisted in the deployment of new machines, ensuring integration with existing systems.
- Collaborated with engineering teams to troubleshoot technical issues, minimizing production delays.
- Participated in regular safety audits for IT equipment, ensuring compliance with industry standards.

SKILLS

Technical Support

Manufacturing IT

Troubleshooting

Preventive Maintenance

User Training

Documentation

EDUCATION

Bachelor of Science in Information Technology

2016

Technical University

ACHIEVEMENTS

- Received the Employee of the Year award for outstanding technical support in 2022.
- Implemented a new maintenance schedule that reduced equipment failures by 30%.
- Recognized for enhancing IT processes that increased production efficiency by 20%.

LANGUAGES

English

Spanish

French