



MICHAEL ANDERSON

SOFTWARE SUPPORT TECHNICIAN

PROFILE

Enthusiastic IT Support Technician with a strong background in software support and a passion for technology. Over 3 years of experience in a fast-paced technical support environment, providing exceptional service to end-users and ensuring optimal performance of IT systems. Skilled in identifying and resolving software-related issues, managing user accounts, and maintaining documentation for IT processes.

EXPERIENCE

SOFTWARE SUPPORT TECHNICIAN

Digital Innovations Ltd.

2016 - Present

- Provided first-line software support to over 200 users, addressing application issues promptly.
- Created and maintained a knowledge base for frequently asked questions and troubleshooting tips.
- Supported software deployment and updates across the organization.
- Collaborated with developers to report bugs and suggest enhancements.
- Trained users on new software features to maximize utilization.
- Assisted in the development of training materials for new software implementations.

IT HELP DESK TECHNICIAN

NextGen Tech Solutions

2014 - 2016

- Managed incoming support tickets and prioritized them based on urgency and impact.
- Resolved user issues related to email, software applications, and hardware.
- Maintained an inventory of IT equipment and software licenses.
- Conducted remote troubleshooting sessions using diagnostic tools.
- Assisted in configuring user workstations and mobile devices.
- Developed reports on ticket resolution metrics to identify areas for improvement.

CONTACT

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- 📍 San Francisco, CA

SKILLS

- Software Support
- Problem Solving
- User Training
- Documentation
- Remote Support
- Ticket Management

LANGUAGES

- English
- Spanish
- French

EDUCATION

ASSOCIATE DEGREE IN COMPUTER SCIENCE

ACHIEVEMENTS

- Recognized for outstanding customer service and teamwork.
- Streamlined the ticketing process, reducing backlog by 25%.
- Completed a certification in ITIL Foundations to enhance service delivery.