MA

Phone: (555) 234-5678

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Address: San Francisco, CA

Website: www.michaelanderson.com

EXPERTISE SKILLS

- Educational Technology
- Technical Support
- User Training
- Hardware Troubleshooting
- Documentation
- Cloud Services

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Bachelor of Arts in Education Technology

REFERENCES

John Smith
Senior Manager, Tech Corp
john.smith@email.com

Sarah Johnson
Director, Innovation Labs
sarah.j@email.com

Michael Brown
VP Engineering, Solutions Inc
mbrown@email.com

MICHAEL ANDERSON

IT SUPPORT TECHNICIAN

Results-driven IT Support Technician with over 7 years of experience in providing comprehensive technical support in educational settings. Skilled in troubleshooting hardware and software issues, managing classroom technology, and training educators on new systems. Demonstrated ability to create a positive learning environment through effective communication and problem-solving skills. Proven track record of implementing technology solutions that enhance educational outcomes.

PROFESSIONAL EXPERIENCE

City High School   *Mar 2018 - Present*
IT Support Technician

- Supported a diverse range of technology in classrooms, including projectors, interactive whiteboards, and student laptops.
- Resolved technical issues for faculty and students, improving technology usability.
- Conducted workshops for teachers on integrating technology into their curriculum.
- Managed software licenses and ensured compliance with educational standards.
- Collaborated with administration to enhance the school's IT infrastructure.
- Evaluated and recommended new educational technologies to improve teaching effectiveness.

EduTech Solutions   *Dec 2015 - Jan 2018*
Technical Support Analyst

- Provided remote and onsite support for educational institutions using proprietary software.
- Trained staff on software updates and new features to enhance productivity.
- Documented and tracked support requests to identify trends and improve service delivery.
- Assisted in the migration to cloud-based systems for better data accessibility.
- Participated in technology planning meetings to align IT initiatives with educational goals.
- Created user guides and troubleshooting documentation for common issues.

ACHIEVEMENTS

- Developed a technology training program that increased teacher proficiency by 50%.
- Received the Technology Innovator Award for outstanding contributions to digital learning.
- Successfully implemented a new learning management system school-wide.