



MICHAEL ANDERSON

IT Support Trainer

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SUMMARY

Dedicated IT Support Trainer with over 8 years of experience in the technology sector, specializing in training personnel on the latest software and hardware solutions. Proven track record of enhancing team performance through targeted training programs and workshops. Skilled at assessing the training needs of diverse teams and developing tailored programs that cater to various learning styles.

WORK EXPERIENCE

IT Support Trainer Tech Innovations Inc.

Jan 2023 - Present

- Designed and implemented training programs for over 150 employees across multiple departments.
- Utilized LMS to track progress and effectiveness of training sessions.
- Conducted hands-on workshops focusing on troubleshooting hardware and software issues.
- Collaborated with IT teams to create user-friendly guides and resources.
- Gathered feedback post-training to continuously improve material and delivery methods.
- Achieved a 95% satisfaction rate in training evaluations from participants.

Technical Support Specialist Global Tech Solutions

Jan 2020 - Dec 2022

- Provided frontline support for software and hardware issues to over 500 clients.
 - Developed troubleshooting procedures that reduced average resolution time by 30%.
 - Assisted in the migration of legacy systems to cloud-based solutions.
 - Created knowledge base articles to empower users in self-service troubleshooting.
 - Trained new staff on customer service and technical support standards.
 - Recognized as 'Employee of the Month' for exceptional service and client satisfaction.
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EDUCATION

Bachelor of Science in Information Technology, University of Technology, 2014

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Training Development, Technical Support, Learning Management Systems, Communication, Troubleshooting, Customer Service
- **Awards/Activities:** Increased training participation rate by 40% through engaging presentation styles.
- **Awards/Activities:** Successfully reduced support ticket volume by 25% after implementing training programs.
- **Awards/Activities:** Recognized for excellence in training delivery at the annual company awards.
- **Languages:** English, Spanish, French