



MICHAEL ANDERSON

IT SUPPORT TRAINER

CONTACT

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- San Francisco, CA

SKILLS

- Curriculum Development
- Educational Technology
- Technical Support
- Workshop Facilitation
- Communication
- Collaboration

LANGUAGES

- English
- Spanish
- French

EDUCATION

MASTER OF EDUCATION IN EDUCATIONAL TECHNOLOGY, STATE UNIVERSITY, 2018

ACHIEVEMENTS

- Increased student engagement in tech workshops by 50% through interactive content.
- Successfully led a team to win the 'Best Educational Initiative' award for technology training.
- Implemented feedback mechanisms that improved training satisfaction ratings by 20%.

PROFILE

Results-driven IT Support Trainer with 5 years of experience in the education sector, focusing on empowering students and faculty with essential tech skills. Proven ability to create engaging curriculum and deliver impactful training sessions that enhance learning outcomes. Experienced in evaluating the effectiveness of training programs and utilizing feedback to refine content and delivery.

EXPERIENCE

IT SUPPORT TRAINER

City College

2016 - Present

- Developed and delivered training sessions for faculty on new educational technologies.
- Created interactive online modules to support remote learning initiatives.
- Organized tech fairs to promote awareness of available resources for students.
- Assisted in the implementation of a new Learning Management System.
- Provided one-on-one support for faculty adapting to new tech tools.
- Achieved an increase of 30% in faculty technology adoption rates within the first year.

IT ASSISTANT

Local High School

2014 - 2016

- Provided technical support for staff and students during daily operations.
- Assisted in maintaining network infrastructure and software updates.
- Developed instructional materials for tech workshops aimed at students.
- Collaborated with teachers to integrate technology into lesson plans.
- Trained students on basic troubleshooting techniques for classroom devices.
- Received recognition for outstanding contributions to the school's tech initiatives.