



Michael ANDERSON

IT SUPPORT TRAINER

Experienced IT Support Trainer with a strong background in financial services, specializing in training staff on compliance and security protocols. Over 7 years of experience in creating and implementing training programs that align with regulatory standards. Skilled in identifying knowledge gaps and developing targeted training interventions that enhance employee performance and reduce compliance risks.

CONTACT

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SKILLS

- Compliance Training
- Data Protection
- Cybersecurity
- E-Learning
- Communication
- Risk Management

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF ARTS IN BUSINESS
ADMINISTRATION, UNIVERSITY OF
FINANCE, 2014**

ACHIEVEMENTS

- Improved employee compliance scores by 35% through effective training programs.
- Reduced security incidents by 20% following targeted training initiatives.
- Awarded 'Best Trainer' by the compliance department for outstanding performance.

WORK EXPERIENCE

IT SUPPORT TRAINER

FinanceCorp

2020 - 2025

- Designed training programs focused on data protection and compliance regulations.
- Conducted over 100 training sessions for staff on cybersecurity best practices.
- Developed assessments to evaluate training effectiveness and knowledge retention.
- Collaborated with compliance teams to ensure training content met legal standards.
- Created a series of e-learning modules to enhance accessibility for remote employees.
- Achieved a 25% reduction in compliance breaches following training initiatives.

COMPLIANCE ANALYST

SecureBank

2015 - 2020

- Assisted in developing training materials for new compliance regulations.
- Conducted workshops on regulatory requirements for over 300 employees.
- Provided technical support for compliance software used by staff.
- Monitored compliance training metrics and provided reports to management.
- Collaborated with IT to improve compliance software usability.
- Recognized for outstanding contribution to the compliance training program.