MA

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🌐 www.michaelanderson.com

SKILLS

- Retail Technology
- Customer Service Training
- Technical Support
- Communication
- Problem-Solving
- Training Evaluation

EDUCATION

BACHELOR OF SCIENCE IN BUSINESS MANAGEMENT, RETAIL UNIVERSITY, 2014

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Increased staff proficiency in POS systems by 40% through targeted training.
- Developed a training program that reduced tech-related customer complaints by 50%.
- Awarded 'Top Trainer' at the annual retail conference for exceptional training delivery.

Michael Anderson

IT SUPPORT TRAINER

Passionate IT Support Trainer with 6 years of experience in the retail industry, focusing on enhancing employee skills to improve customer service and operational efficiency. Expertise in creating engaging training programs that address the unique challenges of retail environments. Strong ability to motivate and inspire teams to embrace new technologies and improve their technical skills.

EXPERIENCE

IT SUPPORT TRAINER

Retail Solutions LLC

2016 - Present

- Developed and delivered training programs for point-of-sale systems and inventory management.
- Conducted training sessions for new hires, focusing on tech tools used in daily operations.
- Utilized role-playing exercises to enhance problem-solving skills among staff.
- Created training materials that simplified complex technical concepts for retail staff.
- Evaluated training effectiveness through participant feedback and assessments.
- Achieved a 30% increase in customer satisfaction ratings post-training.

CUSTOMER SUPPORT TECHNICIAN

ShopSmart

2014 - 2016

- Provided technical support for retail staff on various software applications.
- Assisted in troubleshooting issues related to in-store technology.
- Developed quick reference guides to aid staff in using tech tools effectively.
- Conducted workshops on customer service best practices with technology integration.
- Worked with management to identify training needs within the team.
- Recognized for outstanding performance in tech support and customer service.