

# MICHAEL ANDERSON

IT Support Trainer

- San Francisco, CA
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Motivated IT Support Trainer with over 4 years of experience in the non-profit sector, dedicated to improving staff technological proficiency to enhance organizational impact. Skilled at developing training programs that align with the unique challenges faced by non-profit organizations. Experienced in creating a supportive learning environment that encourages staff to embrace technology for social good.

## WORK EXPERIENCE

### IT Support Trainer | Non-Profit Tech Alliance

Jan 2022 – Present

- Designed and implemented training sessions for non-profit staff on CRM software.
- Created user-friendly training materials to facilitate learning.
- Conducted needs assessments to identify staff training requirements.
- Utilized online platforms to deliver remote training sessions.
- Collaborated with program managers to align training with organizational goals.
- Achieved a 30% increase in staff confidence in using technology for program delivery.

### IT Support Volunteer | Community Support Network

Jul 2019 – Dec 2021

- Provided technical support for staff and volunteers on various software applications.
- Created training sessions on digital literacy for community members.
- Assisted in troubleshooting computer issues during events.
- Developed instructional materials to aid in technology understanding.
- Organized tech workshops to empower community members with skills.
- Recognized for outstanding contributions to community technology initiatives.

## SKILLS

Non-Profit Training

Digital Literacy

Technical Support

Communication

Program Development

Community Engagement

## EDUCATION

### Bachelor of Arts in Social Work

2017

Community University

## ACHIEVEMENTS

- Increased staff engagement in tech training by 50% through innovative delivery methods.
- Successfully implemented a training program that improved data entry accuracy by 40%.
- Awarded 'Volunteer of the Year' for exceptional contributions to technology training.

## LANGUAGES

English

Spanish

French