MA

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Michael Anderson

IT SYSTEMS ANALYST

Dedicated IT Systems Analyst with over 4 years of experience in the education sector, specializing in learning management systems and educational technology solutions. Proven ability to analyze educational processes and develop technology solutions that enhance teaching and learning experiences. Strong communicator capable of engaging with faculty and staff to understand their needs and translate them into technical specifications.

SKILLS

- Educational technology
- Learning management systems
- User training
- Technical support
- Data analysis
- Process improvement

EDUCATION

BACHELOR OF SCIENCE IN EDUCATIONAL TECHNOLOGY, TEACHING UNIVERSITY

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Received 'Innovator Award' for contributions to educational technology in 2021.
- Improved student feedback scores by 20% through effective technology implementation.
- Developed comprehensive training resources that enhanced staff technology proficiency.

EXPERIENCE

IT SYSTEMS ANALYST

University Technology Services

2016 - Present

- Implemented a new learning management system that increased student engagement by 35%.
- Collaborated with faculty to design and deploy educational technology solutions.
- Provided training and support for staff on new technology tools.
- Conducted needs assessments to identify gaps in current systems.
- Analyzed user feedback to enhance system usability and performance.
- Facilitated the integration of various educational applications to streamline operations.

TECHNICAL SUPPORT SPECIALIST

Local School District

2014 - 2016

- Provided technical support for educational software and hardware, achieving a 92% resolution rate.
- Assisted in the implementation of district-wide technology initiatives.
- Documented technical processes and procedures for staff reference.
- Conducted training sessions for educators on effective technology use.
- Collaborated with IT teams to troubleshoot and resolve system issues.
- Gathered user feedback to improve system functionality and user satisfaction.