



MICHAEL ANDERSON

Service Desk Analyst

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SUMMARY

Dynamic Service Desk Analyst with over 5 years of experience in the IT support sector, specializing in providing exceptional customer service and technical support. Proven track record in resolving complex issues and enhancing user satisfaction through effective communication and technical expertise. My background includes working in fast-paced environments, where I successfully managed multiple priorities while meeting stringent deadlines.

WORK EXPERIENCE

Service Desk Analyst Tech Solutions Inc.

Jan 2023 - Present

- Provided first-level support for over 500 users across multiple locations, ensuring minimal downtime.
- Utilized ticketing systems to track and manage support requests, achieving a resolution rate of 95% within SLA.
- Conducted regular training sessions for new employees on IT policies and software usage.
- Collaborated with network teams to troubleshoot connectivity issues, reducing incident resolution time by 20%.
- Developed and maintained knowledge base articles, improving self-service support options by 30%.
- Assisted in the implementation of a new help desk software, resulting in improved user experience and satisfaction ratings.

IT Support Technician Global Tech Services

Jan 2020 - Dec 2022

- Managed hardware and software installations, ensuring compliance with company standards.
 - Responded to user inquiries via phone, email, and chat, maintaining an average response time of under 2 minutes.
 - Conducted system diagnostics and provided troubleshooting support for various IT-related issues.
 - Participated in cross-functional meetings to discuss service improvements and user feedback.
 - Tracked and reported on service performance metrics to identify areas for improvement.
 - Developed training materials for end-users, which increased user adoption of new technologies.
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EDUCATION

Bachelor of Science in Information Technology, University of Technology, 2016

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Customer Service, Technical Support, ITIL, Problem Solving, Communication, Team Collaboration
- **Awards/Activities:** Awarded 'Employee of the Month' for outstanding service and support in March 2020.
- **Awards/Activities:** Increased customer satisfaction scores from 85% to 95% through effective problem resolution.
- **Awards/Activities:** Recognized for successfully reducing ticket backlog by 40% during peak periods.
- **Languages:** English, Spanish, French