



Phone: (555) 234-5678

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EXPERTISE SKILLS

- Technical Support
- Banking Applications
- Customer Service
- Regulatory Compliance
- Communication
- Team Collaboration

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Bachelor of Business Administration in Information Systems, State University, 2019

REFERENCES

John Smith

Senior Manager, Tech Corp
john.smith@email.com

Sarah Johnson

Director, Innovation Labs
sarah.j@email.com

Michael Brown

VP Engineering, Solutions Inc
mbrown@email.com

MICHAEL ANDERSON

SERVICE DESK ANALYST

Dedicated Service Desk Analyst with 3 years of experience in the financial services industry, specializing in providing technical support for banking applications. My strong attention to detail and analytical skills enable me to troubleshoot issues effectively and ensure compliance with regulatory standards. I am passionate about enhancing the user experience by providing timely and efficient support.

PROFESSIONAL EXPERIENCE

First National Bank

Mar 2018 - Present

Service Desk Analyst

- Provided 1st and 2nd level support for banking applications, resolving issues within established SLAs.
- Utilized remote support tools to troubleshoot user issues, enhancing efficiency and reducing travel time.
- Documented all support requests and resolutions to maintain a comprehensive knowledge base.
- Conducted regular system audits to ensure compliance with financial regulations.
- Assisted in training new staff on IT policies and support procedures.
- Collaborated with software vendors to resolve application-related issues in a timely manner.

Wealth Management Group

Dec 2015 - Jan 2018

Technical Support Intern

- Supported the IT service desk by handling user inquiries and troubleshooting software issues.
- Gained experience with ticketing systems and remote assistance tools.
- Assisted in creating user documentation and training materials.
- Observed IT operations and contributed to team meetings and discussions.
- Provided feedback on process improvements to enhance service efficiency.
- Learned regulatory compliance standards relevant to financial services IT.

ACHIEVEMENTS

- Achieved a 95% customer satisfaction rating based on post-service surveys.
- Recognized for outstanding performance during peak service periods.
- Contributed to a project that improved ticket resolution times by 20%.