MA

Michael
ANDERSON

SERVICE DESK ANALYST

CONTACT

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- www.michaelanderson.com
- San Francisco, CA

SKILLS

- Customer Support
- Technical Troubleshooting
- CRM Software
- Communication
- Network Services
- Process Improvement

LANGUAGES

- English
- Spanish
- French

EDUCATION

ASSOCIATE DEGREE IN INFORMATION TECHNOLOGY, TECHNICAL COLLEGE, 2018

ACHIEVEMENTS

- Received 'Best Customer Service' award for outstanding performance in 2021.
- Improved customer satisfaction scores by 25% through effective communication and support.
- Successfully reduced average response times by 30% through process optimization.

Proactive Service Desk Analyst with over 4 years of experience in the telecommunications industry, specializing in customer support and network troubleshooting. My strong technical skills and problem-solving abilities allow me to diagnose and resolve issues quickly, ensuring customer satisfaction. I thrive in fast-paced environments where I can utilize my communication skills to explain technical concepts to customers in a clear and concise manner.

WORK EXPERIENCE

SERVICE DESK ANALYST
Telecom Innovations
2020 - 2025

- Provided technical support for voice and data services to residential and business customers.
- Diagnosed and resolved connectivity issues, maintaining a resolution rate of 92% on first contact.
- Utilized CRM software to track customer interactions and service requests effectively.
- Collaborated with engineering teams to identify and address network outages.
- Developed and implemented customer satisfaction surveys to gather feedback and drive improvements.
- Trained new hires on internal processes and customer service best practices.

CUSTOMER SUPPORT REPRESENTATIVE
ConnectNow Telecom
2015 - 2020

- Managed incoming calls and emails from customers, providing assistance with billing and service inquiries.
- Resolved customer complaints and escalated issues as necessary to ensure timely resolution.
- Maintained accurate records of customer interactions within the CRM system.
- Contributed to a team project aimed at reducing average call handling time by 15%.
- Participated in cross-training initiatives to enhance team knowledge and efficiency.
- Recognized for achieving the highest customer satisfaction scores in the department.