MA

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SKILLS

- Technical Support
- Learning Management Systems
- Communication
- Training
- Documentation
- Team Collaboration

EDUCATION

BACHELOR OF ARTS IN INFORMATION TECHNOLOGY, STATE UNIVERSITY, 2016

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Recognized for outstanding service during peak enrollment periods.
- Contributed to a 15% increase in user satisfaction ratings through effective support.
- Developed a comprehensive training program for new hires, improving onboarding efficiency.

Michael Anderson

SERVICE DESK ANALYST

Skilled Service Desk Analyst with 6 years of experience in the educational sector, focusing on providing IT support to faculty and students. I excel in troubleshooting a variety of technological issues and implementing solutions that enhance the learning environment. My communication skills allow me to effectively assist non-technical users, ensuring that they can utilize technology to its fullest potential.

EXPERIENCE

SERVICE DESK ANALYST

City University

2016 - Present

- Delivered technical support for faculty and students, resolving an average of 100 tickets per week.
- Assisted in the implementation of new classroom technology, enhancing the learning experience.
- Provided one-on-one training sessions for faculty on software applications and tools.
- Created and maintained user guides and documentation for IT resources.
- Collaborated with the IT team to streamline service desk processes, resulting in a 20% increase in efficiency.
- Participated in the development of IT policies and procedures to improve service delivery.

IT SUPPORT INTERN

Local High School

2014 - 2016

- Provided technical support for staff and students, focusing on hardware and software issues.
- Assisted in setting up and troubleshooting classroom technology equipment.
- Maintained inventory of IT equipment and supplies.
- Documented common issues and solutions to improve future support.
- Contributed to school events by providing IT support for presentations and activities.
- Learned about network configurations and security protocols in an educational setting.