MICHAEL
ANDERSON

Service Desk Analyst

- San Francisco, CA
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Detail-oriented Service Desk Analyst with 2 years of experience in the retail industry, focusing on IT support for point-of-sale systems and inventory management software. My background in customer service enables me to effectively assist users in a fast-paced retail environment. I am committed to resolving technical issues quickly to minimize disruption to sales operations.

WORK EXPERIENCE

Service Desk Analyst | Retail Solutions LLC   Jan 2022 – Present

- Provided technical support for point-of-sale systems, assisting over 100 retail employees daily.
- Troubleshot software issues and hardware malfunctions to ensure seamless sales operations.
- Created user guides to empower staff in resolving common technical issues independently.
- Assisted in the rollout of new inventory management software, training users on best practices.
- Collaborated with vendors to address system outages and improve service reliability.
- Maintained accurate records of support requests and resolutions to identify trends.

IT Support Intern | Fashion Retailers Inc.   Jul 2019 – Dec 2021

- Supported the IT team in troubleshooting hardware and software issues in retail stores.
- Assisted with the installation of new point-of-sale systems across multiple locations.
- Documented technical procedures and user guides for future reference.
- Participated in team meetings to discuss service improvements and user feedback.
- Learned about retail technology and its impact on sales operations.
- Gained hands-on experience with inventory management systems.

SKILLS

Technical Support   Retail Technology   Customer Service   Inventory Management   Communication   Problem Solving

EDUCATION

Bachelor of Arts in Information Technology   2020
State University

ACHIEVEMENTS

- Achieved a 90% satisfaction rating from users based on support surveys.
- Played a key role in implementing a new POS system that improved transaction speed by 30%.
- Recognized for developing effective training materials that enhanced user confidence.

LANGUAGES

English   Spanish   French