MA

Michael
ANDERSON

CONTACT

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SKILLS

- Network Management
- Learning Management Systems
- Technical Support
- Training
- Security
- Integration

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF ARTS IN EDUCATION TECHNOLOGY

ACHIEVEMENTS

- Improved user satisfaction scores by 25% through responsive support.
- Recognized for enhancing technology integration in classroom settings.
- Successfully led a project that increased access to online resources by 40%.

SYSTEMS ADMINISTRATOR

Dynamic Systems Administrator with over 7 years of experience in the education sector, focused on enhancing learning environments through effective IT solutions. I have a deep understanding of the unique challenges faced by educational institutions, including budget constraints and the need for reliable technology. My ability to manage network infrastructures and provide technical support to both staff and students has resulted in improved educational outcomes.

WORK EXPERIENCE

SYSTEMS ADMINISTRATOR
Bright Future Academy
2020 - 2025

- Managed IT infrastructure for over 1,000 students and staff, ensuring seamless access to resources.
- Implemented a new learning management system, increasing student engagement by 30%.
- Provided technical support, achieving a 97% resolution rate for support tickets.
- Collaborated with faculty to integrate technology into lesson plans.
- Conducted workshops for teachers on effective technology use in classrooms.
- Monitored and maintained network security, preventing unauthorized access.

IT SUPPORT SPECIALIST
Local Community College
2015 - 2020

- Assisted with the rollout of new educational software across multiple campuses.
- Trained faculty and staff on new systems, enhancing overall technology adoption.
- Managed classroom technology setups, ensuring functionality for instructors.
- Provided remote support to students, achieving a 95% satisfaction rate.
- Conducted regular system updates to maintain optimal performance.
- Participated in budget planning for IT resources, maximizing available funds.