

# MICHAEL ANDERSON

Systems Administrator

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Detail-oriented Systems Administrator with 4 years of experience in the non-profit sector, committed to leveraging technology to support organizational missions. My role has involved managing IT systems that facilitate efficient operations and enhance service delivery to communities. I have a strong aptitude for troubleshooting and resolving technical issues, ensuring that staff can focus on their core responsibilities without disruption.

## WORK EXPERIENCE

### Systems Administrator | Community Impact Organization

Jan 2022 – Present

- Managed IT infrastructure for a non-profit serving over 1,000 clients.
- Provided technical support to staff, achieving a 98% satisfaction rate in service feedback.
- Coordinated technology projects to enhance operational efficiency.
- Implemented security measures that protected sensitive client data.
- Trained staff on best practices for technology use in daily operations.
- Monitored system performance and made improvements as needed.

### IT Technician | Non-Profit Tech Solutions

Jul 2019 – Dec 2021

- Assisted in the deployment of new software systems to enhance service delivery.
- Resolved technical issues quickly, ensuring minimal disruption to operations.
- Developed training materials for staff on new technology.
- Managed inventory of IT equipment, optimizing resources.
- Conducted regular system updates to maintain security and performance.
- Participated in grant writing efforts to secure funding for technology improvements.

## SKILLS

Technical Support

Project Coordination

Security

Training

System Monitoring

Non-Profit Management

## EDUCATION

### Bachelor of Science in Information Technology

2015 – 2019

University

## ACHIEVEMENTS

- Improved operational efficiency by 30% through technology upgrades.
- Recognized for exceptional service delivery to clients and staff.
- Successfully led a project that increased data security measures.

## LANGUAGES

English

Spanish

French