MA

Michael
ANDERSON

SYSTEMS SUPPORT ANALYST

Innovative Systems Support Analyst with 7 years of experience in the retail industry. Demonstrated ability to enhance operational efficiency through IT solutions and user support. Skilled at managing multiple priorities and projects in fast-paced environments. Expertise in POS systems, inventory management software, and customer relationship management tools. Committed to providing exceptional service and support to ensure optimal system performance.

CONTACT

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- 📍 San Francisco, CA

SKILLS

- POS Systems
- Inventory Management
- User Training
- Technical Support
- System Audits
- CRM Tools

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY FROM METROPOLITAN UNIVERSITY, 2015

ACHIEVEMENTS

- Led a project that improved system efficiency by 30%, recognized in the annual review.
- Received 'Excellence in Service' award for outstanding support.
- Implemented a user feedback system that enhanced training programs, improving satisfaction scores by 20%.

WORK EXPERIENCE

SYSTEMS SUPPORT ANALYST
RetailTech Solutions

2020 - 2025

- Provided ongoing support for POS systems, ensuring a 98% uptime during peak sales periods.
- Implemented inventory management solutions that reduced stock discrepancies by 25%.
- Trained over 200 staff members on new software functionalities, increasing operational efficiency.
- Conducted system audits and performance reviews, identifying areas for improvement.
- Collaborated with vendors to resolve technical issues, maintaining strong partnerships.
- Developed user-friendly guides that reduced support inquiries by 15%.

IT SUPPORT SPECIALIST
Urban Retailers Inc.

2015 - 2020

- Troubleshot and resolved issues for a network of over 50 retail locations.
- Assisted in the roll-out of new CRM software, improving customer engagement.
- Maintained IT inventory and equipment, ensuring compliance with budget constraints.
- Participated in the evaluation of new technologies to improve service delivery.
- Provided on-call support during peak retail hours, enhancing customer service.
- Created training materials that streamlined the onboarding process for new hires.