

MICHAEL ANDERSON

Systems Support Engineer

- San Francisco, CA
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Enthusiastic Systems Support Engineer with a solid foundation of 3 years in IT support and system management. Known for providing outstanding customer service and technical expertise to resolve issues efficiently. Proficient in a variety of systems and applications, with a keen ability to learn new technologies quickly. Passionate about delivering high-quality support to ensure user satisfaction and system effectiveness.

WORK EXPERIENCE

Systems Support Engineer | NextGen Technologies

Jan 2022 – Present

- Provided technical support for over 150 users, maintaining a high satisfaction rating.
- Documented support requests and solutions, contributing to internal knowledge sharing.
- Assisted in system updates and software installations, ensuring compliance with standards.
- Engaged in troubleshooting hardware and software issues, reducing downtime.
- Coordinated training sessions for new hires on system usage and best practices.
- Collaborated with the IT team on security assessments and audits.

Help Desk Technician | Support Services Corp.

Jul 2019 – Dec 2021

- Managed incoming support requests, ensuring timely resolution and user satisfaction.
- Documented troubleshooting processes and created user guides for common issues.
- Participated in software testing and feedback sessions for new applications.
- Engaged in regular system checks to ensure optimal performance.
- Supported the rollout of new technologies, facilitating user adoption.
- Maintained inventory of IT assets, ensuring equipment availability for users.

SKILLS

Technical support

User training

Troubleshooting

Documentation

System updates

Help desk management

EDUCATION

Bachelor of Science in Information Systems

2019

University of Excellence

ACHIEVEMENTS

- Recognized for achieving a 98% satisfaction rate in user feedback surveys.
- Successfully implemented a new ticketing system that improved response times by 30%.
- Awarded 'Rookie of the Year' for outstanding performance in the first year of employment.

LANGUAGES

English

Spanish

French