



MICHAEL ANDERSON

IT SUPPORT SPECIALIST

CONTACT

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- San Francisco, CA

SKILLS

- Technical support
- Systems administration
- Networking
- Troubleshooting
- Customer service
- IT security

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF SCIENCE IN
INFORMATION TECHNOLOGY, TECH
UNIVERSITY, 2015**

ACHIEVEMENTS

- Recognized for outstanding customer service with a 'Star Performer' award in 2020.
- Successfully implemented a new IT system that improved workflow efficiency by 25%.
- Played a key role in achieving ISO 27001 compliance for the organization.

PROFILE

Results-driven Technical Skills Practitioner with a solid foundation in information technology and over 7 years of experience in technical support and systems administration. Skilled in troubleshooting complex technical issues, providing superior customer service, and implementing technology solutions that enhance productivity. My career has been characterized by a commitment to improving operational efficiencies and driving user satisfaction.

EXPERIENCE

IT SUPPORT SPECIALIST

Global Tech Services

2016 - Present

- Provided technical support for over 200 end-users, resolving 95% of issues on the first contact.
- Implemented a new ticketing system that improved response time by 50%.
- Trained staff on new technologies, increasing overall team productivity.
- Managed software updates and system backups, ensuring data integrity and security.
- Collaborated with IT teams to enhance network performance, reducing downtime by 30%.
- Documented troubleshooting procedures and user guides for enhanced knowledge sharing.

SYSTEMS ADMINISTRATOR

Innovative Solutions Co.

2014 - 2016

- Maintained and configured server infrastructure, improving system reliability by 35%.
- Automated routine maintenance tasks using scripting, saving 15 hours per week.
- Monitored system performance and conducted regular audits to ensure compliance with security policies.
- Resolved hardware and software issues in a timely manner, minimizing operational disruptions.
- Developed and implemented IT policies, enhancing data security measures.
- Coordinated with vendors for system upgrades and procurement, achieving cost savings of 20%.