MA

Michael
ANDERSON

IT TECHNICAL SKILLS TRAINER

CONTACT

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- San Francisco, CA

SKILLS

- IT Support
- Network Management
- Training Development
- Curriculum Design
- Coaching
- Performance Monitoring

LANGUAGES

- English
- Spanish
- French

EDUCATION

ASSOCIATE DEGREE IN INFORMATION TECHNOLOGY, COMMUNITY COLLEGE, 2014

ACHIEVEMENTS

- Achieved a 90% satisfaction rate from training participants through engaging content delivery.
- Established a peer mentoring program that improved team collaboration and learning.
- Recognized for outstanding training performance with a company award in 2020.

Enthusiastic Technical Skills Trainer with a passion for teaching and a strong background in IT support and technical training. Over 7 years of experience in providing training in various technical areas, including troubleshooting, system administration, and network management. I excel at creating interactive learning environments that cater to different learning styles and skill levels.

WORK EXPERIENCE

IT TECHNICAL SKILLS TRAINER
Tech Support Academy
2020 - 2025

- Developed and delivered training sessions on IT troubleshooting and system support for over 200 participants.
- Utilized hands-on lab exercises to reinforce practical skills and application.
- Created instructional materials that enhanced learning outcomes and retention.
- Evaluated participants' progress through assessments and feedback sessions.
- Collaborated with IT teams to align training with organizational goals and needs.
- Implemented a continuous improvement process for training content based on participant feedback.

TECHNICAL TRAINER
Advanced IT Solutions
2015 - 2020

- Conducted training on network management and security for a diverse group of employees.
- Designed and updated training modules that reflected current technologies and best practices.
- Facilitated group discussions to encourage knowledge sharing and problem-solving.
- Provided one-on-one coaching to enhance individual skills and confidence.
- Monitored training effectiveness through participant evaluations and performance metrics.
- Created a resource library with training materials accessible to all employees.