# MICHAEL ANDERSON

## Technical Support Specialist

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## SUMMARY

Dedicated Technical Support Analyst with over 5 years of experience in providing advanced technical assistance and support for software and hardware issues. Proven ability to troubleshoot complex problems, ensuring minimal downtime for clients. A strong communicator who can convey technical information to non-technical users effectively. My experience spans various industries, including finance and healthcare, where I have successfully implemented ticketing systems and improved response times.

## WORK EXPERIENCE

**Technical Support Specialist  Tech Solutions Inc.**                       *Jan 2023 - Present*

- Provided tier-2 technical support for over 300 users, resolving issues within a 24-hour SLA.
- Implemented a new ticketing system that improved issue tracking and response times by 40%.
- Conducted training sessions for new staff on troubleshooting techniques and software usage.
- Collaborated with the development team to identify and resolve software bugs more efficiently.
- Reduced recurring technical issues by 30% through proactive monitoring and reporting.
- Maintained documentation of support processes and solutions in the company knowledge base.

**IT Support Technician  Global Finance Corp.**                       *Jan 2020 - Dec 2022*

- Managed a help desk supporting a 500+ user environment, utilizing remote desktop tools for quick problem resolution.
- Developed and maintained a comprehensive FAQ and troubleshooting guide for end users.
- Achieved a customer satisfaction rating of 95% through effective issue resolution.
- Coordinated with vendors for hardware upgrades and repairs, ensuring minimal service interruptions.
- Assisted in the migration of systems to a cloud-based infrastructure, leading to improved performance.
- Monitored system performance and executed regular maintenance checks to prevent downtime.

## EDUCATION

**Bachelor of Science in Information Technology**                       *Sep 2019 - Oct 2020*

## ADDITIONAL INFORMATION

- **Technical Skills:** Troubleshooting, Technical Support, Customer Service, Software Installation, Network Administration, Documentation
- **Awards/Activities:** Recognized as Employee of the Month for outstanding performance in resolving technical issues.
- **Awards/Activities:** Led a project that reduced support ticket volume by 25% through user training initiatives.
- **Awards/Activities:** Increased the efficiency of the support team by introducing new tools and processes.
- **Languages:** English,  Spanish,  French