MA

Michael
ANDERSON

SOFTWARE SUPPORT ANALYST

Accomplished Technical Support Analyst with over 7 years of experience in the IT industry, specializing in software support and troubleshooting. Known for my ability to explain complex technical issues in a clear and relatable manner. My background includes extensive work with both internal teams and external clients to enhance software usability and performance.

CONTACT

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- 📍 San Francisco, CA

SKILLS

- Software Troubleshooting
- User Training
- Technical Communication
- Process Improvement
- Quality Assurance
- Metrics Analysis

LANGUAGES

- English
- Spanish
- French

EDUCATION

ASSOCIATE DEGREE IN INFORMATION SYSTEMS

ACHIEVEMENTS

- Awarded 'Employee of the Year' for exceptional performance in customer support.
- Led a team project that streamlined the support process, reducing ticket handling time by 30%.
- Received positive feedback from clients, resulting in increased customer retention rates.

WORK EXPERIENCE

SOFTWARE SUPPORT ANALYST

Innovative Tech Corp.

2020 - 2025

- Provided software support to over 1,500 users, resolving issues related to installation and functionality.
- Created detailed user manuals and guides to improve customer understanding of software features.
- Collaborated with the product development team to enhance software based on user feedback.
- Reduced average resolution time by 25% through process improvements and training.
- Conducted webinars to educate users on new software updates and features.
- Monitored software performance metrics and presented findings to management.

TECHNICAL SUPPORT ENGINEER

NextGen Solutions

2015 - 2020

- Managed end-user support through email, phone, and chat, achieving a 95% user satisfaction rate.
- Troubleshot software issues and provided solutions in a timely manner.
- Worked closely with QA teams to ensure software quality before release.
- Documented recurring issues and collaborated on strategies to reduce them.
- Participated in team training to enhance troubleshooting skills and technical knowledge.
- Maintained accurate records of user interactions for reporting purposes.