MA

📞 (555) 234-5678

✉ michael.anderson@email.com

📍 San Francisco, CA

🌐 www.michaelanderson.com

Michael Anderson

TECHNICAL SUPPORT SPECIALIST

Proactive Technical Support Analyst with a robust background in the education sector, offering 6 years of experience in providing technical support for learning management systems. My expertise lies in troubleshooting software issues and facilitating user training sessions. I pride myself on my ability to communicate effectively with educators and students alike, ensuring a smooth learning experience.

SKILLS

- Technical Support
- Learning Management Systems
- User Training
- Communication
- Problem Solving
- Documentation

EXPERIENCE

TECHNICAL SUPPORT SPECIALIST

EdTech Services

2016 - Present

- Supported over 2,000 users of a learning management system, addressing issues related to access and functionality.
- Facilitated training workshops for educators on effectively using the platform.
- Collaborated with developers to report bugs and suggest improvements based on user feedback.
- Achieved a 90% resolution rate within the first contact with users.
- Maintained a comprehensive FAQ and support documentation to assist users.
- Participated in regular updates of the system to enhance user experience.

HELP DESK TECHNICIAN

Local School District

2014 - 2016

- Provided technical support for educational software and hardware to staff and students.
- Managed ticketing system to prioritize and resolve issues efficiently.
- Assisted in the integration of new technologies into classrooms, enhancing learning experiences.
- Conducted one-on-one support sessions with educators to address specific technical needs.
- Trained staff on best practices for using technology in education.
- Monitored system performance and reported issues to IT management.

EDUCATION

BACHELOR OF SCIENCE IN EDUCATIONAL TECHNOLOGY

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Successfully implemented a new support ticket system that improved response times by 40%.
- Received commendations from administration for outstanding user support.
- Developed user-friendly guides that became the standard for training new staff.