MICHAEL
ANDERSON

Hospitality IT Support Specialist

- San Francisco, CA
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Dynamic Technical Support Analyst with a passion for enhancing user experience in the hospitality industry. With 6 years of experience, I specialize in providing technical assistance for reservation systems and customer service applications. Known for my ability to effectively communicate with both technical and non-technical users, ensuring seamless support. I am committed to understanding user needs and delivering solutions that improve operational efficiency.

WORK EXPERIENCE

Hospitality IT Support Specialist | HotelTech Solutions   Jan 2022 – Present

- Provided technical support for property management systems to over 100 hotel properties.
- Troubleshot software issues, reducing downtime for clients by 20%.
- Conducted training sessions for hotel staff on utilizing technology to enhance guest experience.
- Collaborated with vendors to ensure timely updates and system enhancements.
- Documented technical issues and resolutions in a centralized knowledge base.
- Responded to support requests in a timely manner, achieving a 95% satisfaction rate.

Technical Support Agent | Travel Solutions Group   Jul 2019 – Dec 2021

- Handled customer support inquiries related to travel booking systems, ensuring quick resolution.
- Maintained detailed records of customer interactions and technical issues.
- Assisted in the rollout of new software features to improve user experience.
- Identified patterns in support requests to inform product development.
- Provided feedback on system usability to enhance functionality.
- Collaborated with cross-functional teams to resolve complex technical issues.

SKILLS

Technical Support   Hospitality Systems   User Training   Communication   Problem Solving   Documentation

EDUCATION

Bachelor of Science in Hospitality Management   2015 – 2019
University

ACHIEVEMENTS

- Received 'Best Support Team' award for outstanding customer service in 2019.
- Developed a training program that increased staff efficiency by 30%.
- Successfully managed a project to upgrade the reservation system, enhancing user satisfaction.

LANGUAGES

English   Spanish   French