MA

Michael Anderson

TECHNICAL SUPPORT ENGINEER

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SKILLS

- Financial software support
- Troubleshooting
- Customer service
- Documentation
- Training
- Collaboration

EDUCATION

BACHELOR OF SCIENCE IN FINANCE, UNIVERSITY OF FINANCE, 2016

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Improved response time for support tickets by 30% through streamlined processes.
- Developed a financial software training program that increased user satisfaction.
- Awarded 'Employee of the Year' for outstanding contributions to customer service.

Enthusiastic Technical Support Engineer with a strong foundation in IT support, boasting 4 years of experience in the financial services sector. Proficient in diagnosing and resolving a variety of technical issues related to financial software and hardware. Known for exceptional analytical skills and a commitment to delivering high-quality customer service. Demonstrated ability to work under pressure in fast-paced environments while maintaining a positive attitude.

EXPERIENCE

TECHNICAL SUPPORT ENGINEER

FinanceTech Solutions

2016 - Present

- Provided technical support for financial application users, resolving issues related to transactions and reporting.
- Conducted troubleshooting sessions to diagnose and resolve hardware and software issues.
- Collaborated with financial analysts to ensure software functionality met user needs.
- Maintained accurate records of support tickets and resolutions in the help desk system.
- Developed and updated training materials for end-users to improve software engagement.
- Received commendation for maintaining a high customer satisfaction rating throughout the year.

IT SUPPORT SPECIALIST

Banking Solutions Group

2014 - 2016

- Responded to technical inquiries from banking staff regarding software issues and troubleshooting.
- Documented and tracked all support requests to ensure timely follow-up and resolution.
- Assisted in the implementation of a new help desk system that improved ticket tracking.
- Participated in team training sessions to enhance technical knowledge and support skills.
- Collaborated with IT teams to ensure smooth deployment of software updates.
- Recognized for exceptional problem-solving skills in high-pressure situations.