

MICHAEL ANDERSON

Technical Support Engineer

- San Francisco, CA
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Ambitious Technical Support Engineer with 3 years of experience in the non-profit sector, specializing in providing technical assistance for fundraising software. Committed to leveraging technology to enhance operational efficiency and support mission-driven initiatives. Strong interpersonal skills enable effective communication with staff and volunteers, ensuring a collaborative approach to problem-solving. Adaptable and eager to learn, with a passion for using technology to empower organizations.

WORK EXPERIENCE

Technical Support Engineer | Fundraising Tech Solutions

Jan 2022 – Present

- Provided technical support for fundraising software, assisting clients with setup and troubleshooting.
- Conducted training sessions for staff and volunteers to maximize software utilization.
- Developed user guides and documentation to streamline support processes.
- Collaborated with development teams to enhance software features based on user feedback.
- Maintained accurate records of support inquiries and resolutions in the CRM system.
- Recognized for outstanding service and commitment to client success.

IT Support Assistant | Non-Profit Tech

Jul 2019 – Dec 2021

- Assisted in providing technical support for various software applications used by non-profit organizations.
- Documented support requests and solutions to improve team efficiency and knowledge sharing.
- Participated in user training sessions to enhance software familiarity among staff.
- Helped to develop training materials that improved onboarding processes for new volunteers.
- Collaborated with cross-functional teams to resolve technical issues impacting fundraising efforts.
- Received positive feedback from clients for excellent customer service.

SKILLS

Fundraising software support

User training

Documentation

CRM systems

Team collaboration

Customer service

EDUCATION

Bachelor of Arts in Non-Profit Management

2019

Community College

ACHIEVEMENTS

- Improved user satisfaction scores by 20% through effective training and support.
- Developed a resource library that increased accessibility for non-profit staff.
- Awarded 'Star Employee' for exceptional contributions to team projects.

LANGUAGES

English

Spanish

French