



MICHAEL ANDERSON

SENIOR TECHNICAL SUPPORT SPECIALIST

CONTACT

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- San Francisco, CA

SKILLS

- Software Troubleshooting
- Remote Support Tools
- User Training
- Documentation
- Analytical Skills
- Customer Communication

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF ARTS IN COMPUTER SCIENCE

ACHIEVEMENTS

- Recognized as 'Employee of the Quarter' for exceptional customer service and support metrics.
- Led a project to streamline the support process, reducing average handling time by 20%.
- Developed an internal knowledge base that improved team efficiency by 15%.

PROFILE

Results-oriented Technical Support Specialist with over 7 years of experience in the software industry. My expertise lies in providing technical assistance to users while identifying and resolving software issues efficiently. I have a unique ability to translate technical jargon into easily understandable language, making me a go-to resource for clients needing support.

EXPERIENCE

SENIOR TECHNICAL SUPPORT SPECIALIST

Tech Solutions LLC

2016 - Present

- Resolved complex software issues for a diverse client base, achieving a 98% first-call resolution rate.
- Utilized remote access tools to diagnose and fix software problems in real-time.
- Trained junior support staff on troubleshooting techniques and customer interaction protocols.
- Developed user manuals and support documentation to enhance user experience and self-service capabilities.
- Conducted root cause analysis on recurring issues, leading to permanent resolutions and reduced ticket volume.
- Collaborated with product development to provide user feedback and suggest software improvements.

TECHNICAL SUPPORT ASSOCIATE

Innovative Software Inc.

2014 - 2016

- Provided support for software installations and upgrades, ensuring smooth transitions for users.
- Managed the helpdesk ticketing system, prioritizing urgent issues and tracking resolution progress.
- Assisted customers in using software features effectively, enhancing overall user satisfaction.
- Achieved a 30% increase in positive customer feedback scores through proactive communication.
- Participated in team meetings to share insights and improve support strategies.
- Maintained logs of recurring issues, creating a reference database for future troubleshooting.