MA

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🌐 www.michaelanderson.com

SKILLS

- POS Systems Support
- Customer Service
- Team Leadership
- Troubleshooting
- Communication Skills
- Process Improvement

EDUCATION

BACHELOR OF SCIENCE IN BUSINESS TECHNOLOGY

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Increased customer satisfaction ratings by implementing a new support feedback mechanism.
- Developed a training manual that improved new hire onboarding efficiency by 30%.
- Received recognition for exemplary performance in customer service and technical support.

Michael Anderson

TECHNICAL SUPPORT SUPERVISOR

Ambitious Technical Support Specialist with over 8 years of experience in the retail industry. I am adept at providing technical support for point-of-sale (POS) systems and retail software solutions. My hands-on experience in troubleshooting and resolving issues has allowed me to enhance the customer experience significantly. I excel in fast-paced environments and prioritize effective communication with customers and team members.

EXPERIENCE

TECHNICAL SUPPORT SUPERVISOR

Retail Tech Solutions

2016 - Present

- Supervised a team of support agents, ensuring timely resolution of client issues related to POS systems.
- Developed training programs for new hires on technical support protocols and retail software solutions.
- Implemented a feedback system that increased customer satisfaction scores by 20%.
- Analyzed support metrics to identify trends and improve service delivery.
- Managed escalated cases, ensuring high-priority issues were addressed promptly.
- Collaborated with product teams to enhance software features based on user feedback.

TECHNICAL SUPPORT AGENT

Global Retail Systems

2014 - 2016

- Provided support for retail software applications, resolving user issues with a 90% first-contact resolution rate.
- Utilized troubleshooting tools to diagnose and fix hardware and software problems.
- Maintained a comprehensive knowledge base to assist users in self-service support.
- Recognized for excellence in customer service through multiple employee awards.
- Participated in team workshops to improve technical skills and customer engagement.
- Facilitated communication between clients and the development team to improve software usability.