



MICHAEL ANDERSON

Technical Support Specialist

Proactive Technical Support Specialist with over 3 years of experience in the education sector. I specialize in providing technical support for learning management systems (LMS) and educational software. My background includes troubleshooting technical issues for faculty and students, ensuring seamless access to digital learning tools. I am passionate about enhancing the educational experience through technology and have developed training materials that empower users to maximize their use of software.

CONTACT

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- San Francisco, CA

EDUCATION

Bachelor of Arts in Education Technology

University
2016-2020

SKILLS

- LMS Support
- Technical Troubleshooting
- User Training
- Communication Skills
- Feedback Analysis
- Documentation

LANGUAGES

- English
- Spanish
- French

WORK EXPERIENCE

Technical Support Specialist

2020-2023

EduTech Solutions

- Provided technical support for an LMS used by over 10,000 students and faculty members.
- Troubleshoot access issues and software bugs, achieving a 98% resolution rate within 24 hours.
- Created user guides and tutorial videos to enhance user understanding of the LMS.
- Conducted training sessions for faculty on best practices for using educational software.
- Collaborated with IT to implement software updates and enhancements based on user feedback.
- Maintained detailed records of support requests to identify and address recurring issues.

IT Support Assistant

2019-2020

Citywide Educational Institute

- Assisted in troubleshooting technical issues related to classroom technology and software applications.
- Supported faculty and students in accessing digital resources and online courses.
- Conducted surveys to gather user feedback and identify areas for improvement.
- Participated in workshops to stay updated on educational technology trends.
- Provided feedback on the usability of educational software to improve user experience.
- Developed training materials that improved efficiency in software usage among students.

ACHIEVEMENTS

- Recognized for outstanding service with a 'Best Support Employee' award.
- Improved user satisfaction ratings by 40% through effective training and support.
- Developed a troubleshooting guide that reduced help desk queries by 25%.