



MICHAEL ANDERSON

TECHNICAL TRAINING FACILITATOR

CONTACT

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-  San Francisco, CA

SKILLS

- Instructional Design
- E-Learning Development
- Technical Support
- Customer Satisfaction
- Needs Assessment
- Performance Evaluation

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF SCIENCE IN
INFORMATION TECHNOLOGY, NATIONAL
UNIVERSITY**

ACHIEVEMENTS

- Recognized for designing a training program that reduced employee onboarding time by 30%.
- Improved training completion rates by 40% through the introduction of gamification elements.
- Received the 'Excellence in Training' award for innovative training solutions in 2022.

PROFILE

Results-driven Technical Training Facilitator with over 10 years of experience in the telecommunications sector. I have a strong background in both technical support and instructional design, allowing me to create effective training programs that enhance employee performance. My career began in technical support, where I gained firsthand insight into customer needs and technology challenges.

EXPERIENCE

TECHNICAL TRAINING FACILITATOR

Telecom Solutions Corp.

2016 - Present

- Facilitated technical training sessions for over 300 employees on new telecommunications technologies.
- Utilized e-learning platforms to create interactive training modules that improved retention by 35%.
- Conducted needs assessments to tailor training programs to specific departmental requirements.
- Collaborated with subject matter experts to design training materials that accurately reflect current industry standards.
- Evaluated training effectiveness through surveys and performance metrics.
- Implemented a mentorship program that paired experienced employees with new hires, enhancing learning opportunities.

TECHNICAL SUPPORT SPECIALIST

ConnectNow Services

2014 - 2016

- Provided technical support to customers, resolving issues related to telecommunications services.
- Developed training materials to educate clients on product features and troubleshooting techniques.
- Trained new support staff on best practices for customer service and technical troubleshooting.
- Analyzed customer feedback to identify areas for improvement in service delivery.
- Achieved a customer satisfaction score of 90% through effective communication and problem resolution.
- Contributed to a knowledge base that improved team efficiency by 20%.