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## SKILLS

- Windows Server
- PowerShell
- Technical Support
- System Monitoring
- Troubleshooting
- Documentation

## EDUCATION

### BACHELOR OF SCIENCE IN COMPUTER SCIENCE

## LANGUAGE

- English
- Spanish
- German

## ACHIEVEMENTS

- Reduced average response time for support tickets by 20% through efficient processes.
- Earned 'Employee of the Month' award for outstanding service in June 2021.
- Successfully led a project to upgrade office infrastructure, improving performance.

# Michael Anderson

## WINDOWS SYSTEMS ADMINISTRATOR

Enthusiastic Windows Systems Administrator with a passion for technology and over 5 years of experience in managing Windows environments and supporting enterprise applications. Possesses a solid foundation in system installation, configuration, and maintenance. Hands-on experience with PowerShell scripting for automation and task optimization. Known for a strong commitment to improving system performance and user experience through proactive monitoring and maintenance practices.

## EXPERIENCE

### WINDOWS SYSTEMS ADMINISTRATOR

Tech Forward LLC

2016 - Present

- Configured and maintained Windows servers for various business applications.
- Assisted in the deployment of software updates and patches to maintain security.
- Utilized PowerShell scripts to automate routine administrative tasks.
- Monitored system performance and resolved issues proactively.
- Provided technical support to end-users, achieving a satisfaction rate of 90%.
- Maintained accurate documentation of system configurations and procedures.

### IT SUPPORT TECHNICIAN

Client Solutions Group

2014 - 2016

- Troubleshot hardware and software issues for Windows-based systems.
- Assisted in setting up new workstations and user accounts.
- Conducted training for employees on software usage and best practices.
- Collaborated with network engineers to resolve connectivity issues.
- Documented solutions for common technical problems to streamline support.
- Maintained inventory of IT equipment and software licenses.