

MICHAEL ANDERSON

Windows Systems Administrator

- San Francisco, CA
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Motivated Windows Systems Administrator with over 7 years of experience in managing and supporting Windows environments for educational institutions. Strong understanding of user needs and the technical expertise to support educational technology initiatives. Proven ability to troubleshoot and resolve issues quickly, ensuring minimal disruption to learning activities. Skilled in working collaboratively with faculty and staff to implement technology solutions that enhance the educational experience.

WORK EXPERIENCE

Windows Systems Administrator | University Tech Services

Jan 2022 – Present

- Managed Windows server environments for over 500 users in a university setting.
- Provided technical support for faculty and staff on software and hardware issues.
- Assisted in implementing new educational technologies, enhancing learning experiences.
- Monitored system performance and conducted regular maintenance checks.
- Created user documentation and conducted training sessions for staff.
- Collaborated with IT teams to ensure compliance with educational standards.

IT Support Specialist | City School District

Jul 2019 – Dec 2021

- Troubleshoot and resolved technical issues for educational staff and students.
- Assisted in deploying new hardware and software solutions across the district.
- Conducted training workshops for staff on effective technology use.
- Maintained inventory of IT equipment and managed repair processes.
- Participated in technology planning and implementation strategies.
- Ensured compliance with district policies regarding technology use.

SKILLS

Windows Server

Technical Support

Educational Technology

Troubleshooting

User Training

System Monitoring

EDUCATION

Bachelor of Science in Information Technology

2015 – 2019

University

ACHIEVEMENTS

- Improved user satisfaction ratings by 30% through effective support strategies.
- Received 'Outstanding Service' award for exceptional contributions in 2021.
- Implemented new training programs that increased staff technology proficiency by 25%.

LANGUAGES

English

Spanish

French