**Tyler Anderson**

Bothell, WA | 425-941-6978 | [tanderson1200a@gmail.com](mailto:tanderson1200a@gmail.com)

**IT Support Specialist**

High-impact IT support specialist and team member with a record of elevating service delivery and achieving high technical performance. Strengths include installing, implementing, managing, and upgrading a variety of hardware and software. Possesses expert diagnostic and analytical skills. Experienced problem solver able to urgently resolve software and network performance issues, ensuring service sustainability and business continuity.

Areas of Expertise

Problem Solver • Documenter • Rational Unified Process • Agile • Excellent Active Listener • Staff Training • Mentoring • Data Collection • Team Player

**Professional Experience**

Booking.com • March 2018 – September 2020

**IT Support Technician**

* Assisted with fellow IT team in supporting 23K booking.com employees worldwide.
* Supported everything from hardware troubleshooting to software installs to overall personal support.

Echruch Inc • August 2016 – January 2018

**IT Support Analyst**

* Aided in all levels of IT support for 350 individuals on site.
* Abetted in remote support of large sales staff around the country.
* Executed general IT support.

DigiPen Institute of Technology • October 2013 – May 2016

**IT/AV Senior Desktop Support**

* Managed all Audio-Visual equipment for 32+ classrooms daily.
* Controlled the management of 40+ printers and upheld relationships with the leasing company.
* Lead IT Support for students and instructors for software and hardware.
* First-line break-fix support for all faculty and staff members.

**Education**

University of Phoenix

* **Master’s in information studies**
* **Bachelor of Arts and Science**