



MICHAEL ANDERSON

Senior Application Support Analyst

San Francisco, CA • (555) 234-5678 • michael.anderson@email.com • www.michaelanderson.com

SUMMARY

Detail-oriented Application Support Analyst with over 7 years of experience in the financial services industry. Adept at maintaining and optimizing application performance, ensuring seamless user experience, and troubleshooting complex issues. Proven track record of collaborating with cross-functional teams to enhance system functionalities and implement effective solutions. Strong analytical skills to evaluate application performance metrics and user feedback for continuous improvement.

WORK EXPERIENCE

Senior Application Support Analyst Global Financial Corp

Jan 2023 - Present

- Managed application lifecycle support for over 20 financial software products.
- Implemented monitoring tools to reduce downtime by 30%.
- Trained 15 junior analysts on troubleshooting methodologies.
- Analyzed user feedback to prioritize application enhancements, improving user satisfaction by 25%.
- Collaborated with developers to resolve high-severity incidents swiftly.
- Generated weekly performance reports for senior management.

Application Support Analyst Tech Innovations LLC

Jan 2020 - Dec 2022

- Provided technical support for internal applications utilized by over 500 employees.
 - Streamlined ticketing system, reducing average resolution time by 40%.
 - Conducted root cause analysis for recurring issues, implementing permanent fixes.
 - Participated in application upgrade projects, ensuring minimal disruption to users.
 - Documented processes and created user manuals to assist in training.
 - Coordinated with IT security to ensure compliance with data protection regulations.
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EDUCATION

Bachelor of Science in Information Technology, State University

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Application Support, Incident Management, SQL, Performance Monitoring, User Training, Technical Documentation
- **Awards/Activities:** Reduced application support costs by 20% through process optimization.
- **Awards/Activities:** Awarded 'Employee of the Year' for excellence in customer support.
- **Awards/Activities:** Pioneered a new training program that improved analyst onboarding time by 50%.
- **Languages:** English, Spanish, French