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EXPERTISE SKILLS

- E-commerce Support
- Performance Monitoring
- User Experience
- JIRA
- Troubleshooting
- Team Leadership

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Bachelor of Science in Computer Science, Tech University

REFERENCES

John Smith

Senior Manager, Tech Corp
john.smith@email.com

Sarah Johnson

Director, Innovation Labs
sarah.j@email.com

Michael Brown

VP Engineering, Solutions Inc
mbrown@email.com

MICHAEL ANDERSON

LEAD APPLICATION SUPPORT ANALYST

Dynamic Application Support Analyst with over 6 years of experience in the e-commerce sector. Expertise in maintaining high availability of e-commerce platforms and ensuring optimal performance during peak seasons. Strong analytical and problem-solving skills with a focus on delivering exceptional user experiences. Proven ability to work under pressure, manage multiple priorities, and deliver solutions that align with business objectives.

PROFESSIONAL EXPERIENCE

E-Shop Enterprises

Mar 2018 - Present

Lead Application Support Analyst

- Oversaw the support of a high-traffic e-commerce platform with over 1 million users.
- Implemented monitoring solutions that reduced downtime incidents by 35%.
- Coordinated with the marketing team to ensure website stability during sales events.
- Analyzed customer feedback to drive improvements in application features.
- Trained a team of 8 analysts in troubleshooting and customer handling.
- Managed vendor relationships to ensure timely software updates and support.

Online Retail Group

Dec 2015 - Jan 2018

Application Support Analyst

- Provided 24/7 support for the company's online storefront and backend systems.
- Documented and tracked issues using JIRA, ensuring timely resolutions.
- Collaborated with developers to deploy patches and updates.
- Conducted performance testing that improved site load times by 20%.
- Developed FAQs and troubleshooting guides for users.
- Participated in weekly strategy meetings to enhance customer experience.

ACHIEVEMENTS

- Achieved a customer satisfaction score of 98% in support surveys.
- Recognized as 'Top Performer' for consistently exceeding support KPIs.
- Successfully led a project that integrated new payment gateways, increasing conversion rates by 15%.