



Michael ANDERSON

APPLICATION SUPPORT ANALYST

Versatile Application Support Analyst with 4 years of experience in the telecommunications industry. Demonstrated ability to diagnose and resolve technical issues efficiently while providing exceptional customer service. Known for strong interpersonal skills and the ability to communicate complex technical concepts to non-technical users. Highly skilled in utilizing various troubleshooting tools and methodologies to ensure service reliability.

CONTACT

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- 📍 San Francisco, CA

SKILLS

- Telecommunications Support
- Customer Service
- Troubleshooting
- Documentation
- User Training
- CRM Systems

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF ARTS IN
COMMUNICATION STUDIES,
UNIVERSITY OF STATE**

ACHIEVEMENTS

- Improved support metrics by 25% through process enhancements.
- Recognized as 'Employee of the Month' for outstanding customer service.
- Developed a knowledge base that reduced resolution time for common issues by 40%.

WORK EXPERIENCE

APPLICATION SUPPORT ANALYST

Telecom Solutions Inc.

2020 - 2025

- Provided technical support for CRM and billing applications used by over 200 agents.
- Resolved customer inquiries and issues, resulting in a 90% first-call resolution rate.
- Participated in the deployment of new software features, gathering user feedback for improvements.
- Developed and delivered training sessions to enhance user proficiency.
- Created documentation for common issues and troubleshooting steps.
- Collaborated with IT teams to ensure system updates were applied seamlessly.

TECHNICAL SUPPORT REPRESENTATIVE

ConnectNow Communications

2015 - 2020

- Assisted customers with technical issues related to internet and phone services.
- Documented all interactions in the CRM system for future reference.
- Conducted follow-ups with users to ensure issue resolution.
- Identified and escalated critical issues to senior analysts for rapid resolution.
- Participated in team meetings to improve service delivery processes.
- Maintained knowledge of product updates and service changes to provide accurate information.