



# MICHAEL ANDERSON

## Application Support Analyst

Innovative Application Support Analyst with 3 years of experience in the retail sector. Known for a strong ability to resolve application issues and enhance the customer shopping experience. Experienced in supporting point-of-sale systems and e-commerce platforms. Proficient in identifying and documenting user needs and translating them into technical requirements. Strong communication skills facilitate collaboration with IT teams and store personnel.

### CONTACT

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

### EDUCATION

#### Bachelor of Science in Business Administration

University of Commerce  
2016-2020

### SKILLS

- Retail Applications
- POS Support
- Customer Service
- Troubleshooting
- Documentation
- User Training

### LANGUAGES

- English
- Spanish
- French

### WORK EXPERIENCE

#### Application Support Analyst

2020-2023

Retail Solutions Group

- Provided support for POS systems used in over 150 retail locations.
- Resolved technical issues quickly, achieving a 95% first-contact resolution rate.
- Worked closely with store managers to understand and address application needs.
- Documented troubleshooting steps and created user manuals for staff.
- Assisted in the rollout of new features that improved cashier efficiency by 20%.
- Conducted training sessions for new hires on application usage.

#### Technical Support Intern

2019-2020

ShopSmart Inc.

- Supported the IT team in maintaining e-commerce platform stability.
- Documented user issues and assisted in troubleshooting sessions.
- Participated in training sessions for staff on new software updates.
- Helped analyze customer feedback to inform future enhancements.
- Assisted in system testing and quality assurance processes.
- Maintained inventory of technical resources and documentation.

### ACHIEVEMENTS

- Improved response times for technical support by 30% through new processes.
- Received 'Rising Star Award' for exceptional performance in support.
- Contributed to a project that increased sales during promotional events by 15%.