MICHAEL
ANDERSON

Senior Application Support Analyst

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

Proactive Application Support Analyst with over 9 years of experience in the manufacturing industry. Expertise in supporting enterprise resource planning (ERP) systems and ensuring operational continuity. Skilled in analyzing system performance and driving improvements through collaboration with IT and operational teams. Proven ability to troubleshoot complex issues, implement solutions, and provide training to end-users.

WORK EXPERIENCE

Senior Application Support Analyst | Manufacturing Solutions Inc.
Jan 2022 – Present

- Led application support for ERP systems used across multiple facilities.
- Implemented monitoring tools that improved system uptime by 40%.
- Trained over 50 users on ERP functionalities and best practices.
- Conducted regular system audits to ensure compliance and performance.
- Facilitated cross-departmental meetings to address application needs and enhancements.
- Developed comprehensive documentation for system processes and troubleshooting.

Application Support Analyst | Tech Manufacturing Group
Jul 2019 – Dec 2021

- Provided support for production management applications and tools.
- Resolved user inquiries, achieving a 98% satisfaction rating.
- Collaborated with the development team to implement new features based on user feedback.
- Documented issue resolution processes for future reference.
- Assisted in system upgrades with minimal disruption to operations.
- Participated in training sessions to enhance user competencies.

SKILLS

ERP Support | Troubleshooting | Process Improvement | User Training | Documentation | Project Management

EDUCATION

Bachelor of Science in Industrial Engineering
2015 – 2019

University of Engineering

ACHIEVEMENTS

- Achieved a 25% reduction in support ticket volume through effective training.
- Recognized for excellence in service delivery with the 'Employee Recognition Award'.
- Successfully led a project that integrated new supply chain solutions, enhancing efficiency by 20%.

LANGUAGES

English | Spanish | French