MA

MICHAEL ANDERSON

APPLICATION SUPPORT ENGINEER

CONTACT

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📍 San Francisco, CA

SKILLS

- E-Commerce Support
- Troubleshooting
- User Experience
- Automation
- Communication
- Root Cause Analysis

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF ARTS IN INFORMATION TECHNOLOGY, STATE UNIVERSITY, 2016

ACHIEVEMENTS

- Increased customer satisfaction scores by 35% through improved application support.
- Developed a training program that enhanced team efficiency by 25%.
- Recognized for outstanding performance during high-profile product launches.

PROFILE

Dynamic Application Support Engineer with over 6 years of experience in the e-commerce industry. My ability to bridge the gap between technical teams and end-users has led to improved application performance and customer satisfaction. I specialize in troubleshooting complex application issues and implementing solutions that enhance user experience. My background includes strong knowledge of various programming languages and tools, allowing me to collaborate effectively with development teams.

EXPERIENCE

APPLICATION SUPPORT ENGINEER

Ecom Innovations

2016 - Present

- Provided tier 2 support for a high-volume e-commerce platform, handling over 150 tickets weekly.
- Implemented automated testing scripts that improved deployment efficiency by 30%.
- Created and maintained a knowledge base that decreased repeat issues by 40%.
- Worked with developers to troubleshoot application bugs in real-time.
- Conducted root cause analysis for recurring issues, leading to permanent solutions.
- Collaborated with customer service to enhance user experience based on feedback.

JUNIOR APPLICATION SUPPORT ENGINEER

Online Retail Group

2014 - 2016

- Assisted in the support of online retail applications, ensuring smooth operations.
- Documented technical processes and user manuals for internal use.
- Participated in application upgrade projects, ensuring minimal disruption to services.
- Trained new team members on support protocols and tools.
- Monitored application performance and reported issues to senior engineers.
- Resolved user inquiries regarding application functionalities and features.