MA

Michael
ANDERSON

APPLICATION SUPPORT SPECIALIST

Detail-oriented Application Support Engineer with over 4 years of experience in the financial services industry. I have a strong passion for technology and a keen understanding of financial applications, which allows me to effectively support users and enhance their experience. My role involves troubleshooting application issues, providing user training, and collaborating with development teams to ensure that applications meet both user needs and industry regulations.

CONTACT

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- 📍 San Francisco, CA

SKILLS

- Financial Applications Support
- User Training
- Technical Troubleshooting
- Compliance
- Documentation
- Performance Monitoring

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN FINANCE, UNIVERSITY OF FINANCE, 2017

ACHIEVEMENTS

- Recognized for exceptional service in user training and support.
- Improved user satisfaction scores by 30% through effective communication.
- Awarded 'Star Performer' for consistently exceeding performance metrics.

WORK EXPERIENCE

APPLICATION SUPPORT SPECIALIST
Finance Innovations LLC
2020 - 2025

- Provided application support for financial software used by over 300 users daily.
- Trained users on software functionalities to improve operational efficiency.
- Collaborated with IT teams to ensure compliance with financial regulations.
- Resolved technical issues and provided solutions in a timely manner.
- Assisted in developing user guides and documentation for new features.
- Monitored application performance and escalated issues as needed.

JUNIOR APPLICATION SUPPORT ANALYST
Investment Solutions Group
2015 - 2020

- Assisted in the support of investment applications, ensuring user issues were resolved.
- Documented user interactions and support processes for future reference.
- Participated in application testing and feedback sessions.
- Monitored system performance and reported issues to senior staff.
- Supported team initiatives by providing input on user experience improvements.
- Contributed to the development of training materials for new employees.