

MICHAEL ANDERSON

Application Support Engineer

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Proactive Application Support Engineer with over 7 years of experience in the manufacturing sector. My background includes extensive work in supporting applications that streamline manufacturing processes. I have a strong ability to troubleshoot complex issues and collaborate with technical teams to deliver effective solutions. I focus on enhancing system performance and user satisfaction through continuous improvement initiatives.

WORK EXPERIENCE

Application Support Engineer | Manufacturing Innovations Corp.

Jan 2022 – Present

- Provided support for manufacturing software, ensuring operational efficiency for over 200 users.
- Implemented new monitoring tools that reduced downtime by 25%.
- Collaborated with engineering teams to resolve application issues quickly.
- Developed training modules for users to enhance their software skills.
- Analyzed system performance data to identify areas for improvement.
- Participated in continuous improvement projects that streamlined workflows.

Technical Support Analyst | Industrial Systems Inc.

Jul 2019 – Dec 2021

- Supported application upgrades and patches, ensuring minimal impact on operations.
- Documented user issues and solutions for knowledge sharing.
- Conducted training for new hires on software applications.
- Monitored application performance and worked with IT to resolve issues.
- Facilitated user feedback sessions to enhance application features.
- Achieved recognition for quick resolutions during critical production cycles.

SKILLS

Manufacturing Support

Application Monitoring

Problem Solving

User Training

Data Analysis

Continuous Improvement

EDUCATION

Bachelor of Science in Industrial Engineering

2013

University of Engineering

ACHIEVEMENTS

- Reduced incident response time by 40% through effective process improvements.
- Recognized for leading a project that enhanced system reliability.
- Awarded 'Top Performer' for outstanding contributions to application support.

LANGUAGES

English

Spanish

French