

# MICHAEL ANDERSON

Cloud Engineer

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Versatile Cloud Engineer with a passion for utilizing cutting-edge cloud technologies to drive business innovation. With over 3 years of experience in the tech industry, I have gained expertise in cloud infrastructure management and application development. My journey began in IT support, where I developed a solid foundation in troubleshooting and problem-solving.

## WORK EXPERIENCE

### Cloud Engineer | Future Tech Solutions

Jan 2022 – Present

- Developed and deployed cloud applications on Azure, improving user engagement by 25%.
- Collaborated with product teams to define cloud requirements and architecture for new features.
- Implemented monitoring tools to track application performance and optimize resource usage.
- Conducted troubleshooting and resolved cloud-related issues, maintaining high service availability.
- Created technical documentation for cloud processes, enhancing team efficiency and knowledge sharing.
- Participated in agile development meetings to align cloud services with project goals.

### IT Support Specialist | Tech Support Services

Jul 2019 – Dec 2021

- Provided technical support to users, resolving issues quickly and effectively.
- Assisted in the deployment of software and cloud applications, ensuring smooth implementation.
- Created user guides and documentation for software applications, improving user experience.
- Conducted training sessions for staff on new technologies and tools.
- Monitored IT systems for performance and security, ensuring compliance with best practices.
- Collaborated with technical teams to identify and resolve system issues proactively.

## SKILLS

AWS Azure Cloud Development Application Monitoring Troubleshooting Documentation Team Collaboration  
Agile IT Support User Training

## EDUCATION

### Bachelor of Science in Information Technology

2015 – 2019

City University

## ACHIEVEMENTS

- Achieved a 90% satisfaction rate in user support interactions and cloud application deployments.
- Recognized for exceptional performance in cloud application development and support.
- Successfully implemented a cloud solution that improved internal processes by 20%.

## LANGUAGES

English Spanish French