



# MICHAEL ANDERSON

## Cloud Support Engineer

Motivated Cloud Platform Administrator with 4 years of experience in supporting cloud-based applications and infrastructure. Skilled in AWS and Azure, with a focus on optimizing performance and ensuring security compliance. Proven ability to work collaboratively with development teams to enhance application deployment processes. Strong understanding of cloud concepts and a commitment to continuous improvement in operational practices.

### CONTACT

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

### EDUCATION

#### Bachelor of Science in Computer Science

University of Innovation  
2016-2020

### SKILLS

- AWS
- Azure
- Performance Monitoring
- Incident Management
- Cloud Security
- Team Collaboration

### LANGUAGES

- English
- Spanish
- French

### WORK EXPERIENCE

#### Cloud Support Engineer

2020-2023

CloudTech Solutions

- Provided technical support for cloud-based applications, resolving incidents and improving user satisfaction.
- Monitored cloud infrastructure performance and reported on key metrics.
- Assisted in the deployment of applications on AWS, ensuring adherence to best practices.
- Collaborated with developers to optimize application performance and cloud resource usage.
- Participated in security audits to ensure compliance with regulations.
- Engaged in continuous learning to stay updated on cloud technologies and trends.

#### Junior Cloud Administrator

2019-2020

Tech Innovators Corp.

- Supported the management of cloud services and resources for internal teams.
- Monitored system performance and assisted in troubleshooting cloud-related issues.
- Engaged in the implementation of security measures to protect cloud infrastructure.
- Contributed to documentation of cloud processes and best practices.
- Participated in team meetings to discuss cloud strategy and improvements.
- Assisted in training sessions for new employees on cloud technologies.

### ACHIEVEMENTS

- Improved incident resolution times by 30% through effective troubleshooting techniques.
- Recognized for contributions to cloud optimization efforts that enhanced service delivery.
- Successfully completed cloud certifications to bolster technical skills and knowledge.