MICHAEL
ANDERSON

Cloud Operations Associate

- San Francisco, CA
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Detail-oriented Cloud Site Reliability Engineer with 3 years of experience in cloud environments. My journey in technology has been characterized by a focus on reliability, performance, and automation. I have developed a strong understanding of cloud infrastructure and best practices, enabling me to contribute effectively to team projects. My experience includes monitoring cloud applications, automating deployments, and providing critical support during incidents.

WORK EXPERIENCE

Cloud Operations Associate | NextGen Cloud Services   Jan 2022 – Present

- Monitored cloud resources and applications, ensuring optimal performance and uptime.
- Assisted in the automation of deployment processes, reducing downtime during releases.
- Conducted system health checks and reported findings to senior engineers.
- Participated in incident response efforts, contributing to faster recoveries.
- Developed training materials for cloud tools and processes for team members.
- Collaborated with IT teams to improve overall cloud infrastructure effectiveness.

Technical Support Engineer | Cloud Tech Solutions   Jul 2019 – Dec 2021

- Provided support for cloud-based applications, achieving high levels of customer satisfaction.
- Assisted in troubleshooting issues with cloud services and applications.
- Monitored system performance metrics and reported anomalies to the team.
- Collaborated with developers to ensure seamless application deployments.
- Documented support processes and solutions for knowledge sharing.
- Engaged in continuous learning to stay updated with cloud technologies.

SKILLS

AWS   Cloud Monitoring   Automation   Troubleshooting   Technical Support   Documentation   Collaboration

Performance Metrics

EDUCATION

Bachelor of Science in Computer Engineering   2019
Institute of Technology

ACHIEVEMENTS

- Contributed to improving incident resolution times through effective monitoring.
- Recognized for outstanding performance in customer support roles.
- Awarded for successfully assisting in cloud migration projects.

LANGUAGES

English   Spanish   French