# MICHAEL ANDERSON

## Cloud Support Engineer

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## SUMMARY

Dynamic and detail-oriented Cloud Support Engineer with over 5 years of experience in managing and resolving complex cloud infrastructure issues. Proven expertise in deploying, maintaining, and optimizing cloud services across various platforms including AWS and Azure. Adept at collaborating with cross-functional teams to implement tailored solutions that enhance operational efficiency. Possess a strong background in customer service, ensuring client satisfaction through effective communication and timely problem resolution.

## WORK EXPERIENCE

**Cloud Support Engineer  Tech Solutions Inc.**                                      *Jan 2023 - Present*

- Provided Tier 2 support for cloud-based applications, assisting clients in troubleshooting issues.
- Configured and managed AWS services, ensuring optimal performance and security.
- Created detailed documentation for cloud infrastructure setups and best practices.
- Collaborated with development teams to deploy new features and enhancements.
- Monitored cloud resources and made recommendations for cost optimization.
- Conducted training sessions for junior engineers on cloud technologies.

**Cloud Technician  Innovatech Corp.**                                      *Jan 2020 - Dec 2022*

- Assisted in the migration of on-premises applications to AWS cloud platform.
- Resolved 95% of support tickets related to cloud infrastructure within SLA.
- Developed automated scripts to streamline routine cloud maintenance tasks.
- Participated in disaster recovery planning and executed backup procedures.
- Engaged with clients to gather feedback and improve service delivery.
- Maintained up-to-date knowledge of industry trends and cloud technology advancements.

## EDUCATION

**Bachelor of Science in Computer Science, University of Technology, 2016**                *Sep 2019 - Oct 2020*

## ADDITIONAL INFORMATION

- **Technical Skills:** AWS, Azure, troubleshooting, customer service, documentation, automation
- **Awards/Activities:** Awarded Employee of the Month for outstanding customer support and problem resolution.
- **Awards/Activities:** Implemented a new ticketing system that improved response times by 30%.
- **Awards/Activities:** Recognized for increasing customer satisfaction ratings by 20% through proactive support.
- **Languages:** English,  Spanish,  French