



MICHAEL ANDERSON

Junior Cloud Support Engineer

Dedicated Cloud Support Engineer with 3 years of experience in providing technical assistance and support for cloud-based applications. I have a strong foundation in cloud platforms and a keen ability to troubleshoot issues effectively. My experience includes working closely with clients to understand their needs and deliver solutions that enhance their business operations.

CONTACT

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

EDUCATION

Associate Degree in Computer Networking

State College
2018

SKILLS

- cloud applications
- troubleshooting
- customer support
- documentation
- teamwork
- communication

LANGUAGES

- English
- Spanish
- French

WORK EXPERIENCE

Junior Cloud Support Engineer

2020-2023

BrightSky Technologies

- Assisted in the deployment of cloud applications for various clients.
- Provided first-level support for cloud-related inquiries and technical issues.
- Documented troubleshooting steps and solutions for future reference.
- Communicated with clients to gather requirements and provide updates.
- Worked with senior engineers to resolve complex issues and learn best practices.
- Participated in team meetings to discuss ongoing projects and challenges.

IT Support Technician

2019-2020

CloudSupport Ltd.

- Provided technical support for IT infrastructure, with a focus on cloud services.
- Assisted in troubleshooting cloud service outages and performance issues.
- Engaged with clients to understand their technical needs and provide solutions.
- Maintained inventory of cloud service subscriptions and licenses.
- Documented support tickets and resolutions for knowledge base improvement.
- Collaborated with team members to improve service delivery processes.

ACHIEVEMENTS

- Achieved a 90% customer satisfaction rating in support services.
- Recognized for quick resolution of technical issues during high-pressure situations.
- Successfully assisted in onboarding new clients to cloud services.