



MICHAEL ANDERSON

Infrastructure Operations Manager

Proactive Infrastructure Operations Manager with over 14 years of experience in managing IT infrastructure in high-availability environments. Skilled in leading teams to deliver reliable service and support for mission-critical applications. Expertise in incident management, problem resolution, and service continuity planning. Strong focus on fostering a culture of accountability and continuous improvement among team members.

WORK EXPERIENCE

Infrastructure Operations Manager

2020-2023

Reliable IT Solutions

- Managed infrastructure operations, achieving a 99.5% uptime for all critical services.
- Developed incident management processes that reduced response times by 30%.
- Led a team of 25 in the execution of service continuity plans.
- Implemented monitoring systems to proactively address potential issues.
- Facilitated regular training sessions to enhance team performance and knowledge.
- Collaborated with cross-functional teams to ensure alignment on service goals.

Senior Systems Administrator

2019-2020

TechSphere Inc.

- Managed system configurations and updates, ensuring compliance with standards.
- Assisted in developing disaster recovery plans that improved resilience.
- Conducted performance tuning to optimize system efficiency.
- Provided technical guidance to junior staff, fostering skill development.
- Collaborated with IT teams to ensure seamless integration of new technologies.
- Monitored system health and performance metrics for continuous improvement.

ACHIEVEMENTS

- Received recognition for leading initiatives that achieved a 20% improvement in service reliability.
- Implemented processes that reduced downtime by 15% across operations.
- Awarded 'Outstanding Contributor' for exceptional service delivery in IT operations.

CONTACT

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EDUCATION

Bachelor of Science in Information Technology

Georgia Tech
2016-2020

SKILLS

- Incident Management
- Service Continuity
- Team Leadership
- System Administration
- Performance Monitoring
- Process Improvement

LANGUAGES

- English
- Spanish
- French