



# MICHAEL ANDERSON

## Senior Infrastructure Support Engineer

Customer-focused Infrastructure Support Analyst with over 9 years of experience in the manufacturing industry. Expertise in managing IT infrastructures that support production lines and enterprise resource planning systems. Strong background in troubleshooting, system maintenance, and user support. Proven ability to collaborate with cross-functional teams to implement technology solutions that optimize production efficiency.

### WORK EXPERIENCE

#### Senior Infrastructure Support Engineer

2020-2023

Advanced Manufacturing Corp.

- Oversaw network infrastructure for multiple manufacturing sites, ensuring 99.8% uptime.
- Implemented process improvements that reduced system response time by 30%.
- Provided technical support for production systems, minimizing downtime.
- Conducted training for staff on new software and hardware tools.
- Collaborated with engineering teams to integrate new manufacturing technologies.
- Developed and maintained IT documentation and system diagrams.

#### IT Support Specialist

2019-2020

Precision Parts Inc.

- Supported IT operations by troubleshooting user issues and hardware failures.
- Managed software installations and updates to ensure system security.
- Assisted in the deployment of new manufacturing software, improving productivity.
- Monitored network performance, reporting discrepancies to management.
- Provided user training on IT systems and best practices.
- Participated in IT projects aimed at enhancing operational efficiency.

### ACHIEVEMENTS

- Successfully led an IT project that improved system uptime by 15%.
- Recognized for exceptional service during company-wide audits.
- Implemented new monitoring tools that increased operational visibility.

### CONTACT

(555) 234-5678

michael.anderson@email.com

San Francisco, CA

### EDUCATION

#### Bachelor of Technology in Information Systems

University

2016-2020

### SKILLS

- Manufacturing IT
- Technical Support
- Network Management
- System Optimization
- User Training
- Project Collaboration

### LANGUAGES

- English
- Spanish
- French