



# MICHAEL ANDERSON

## LEAD INFRASTRUCTURE SUPPORT ENGINEER

### CONTACT

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- San Francisco, CA

### SKILLS

- Server Management
- Network Security
- User Support
- Cloud Technologies
- Automation
- Training

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

**MASTER OF SCIENCE IN COMPUTER SCIENCE, TECH UNIVERSITY, 2014**

### ACHIEVEMENTS

- Implemented a new ticketing system that improved incident resolution time by 50%.
- Received 'Best Team Player' award for outstanding collaboration in 2020.
- Achieved a 98% user satisfaction rating through effective support solutions.

### PROFILE

Results-driven Infrastructure Support Engineer with over 8 years of experience in supporting and maintaining enterprise-level IT infrastructure. My career has been defined by a dedication to providing high-quality technical support and driving improvements in system performance. I excel in identifying issues and implementing solutions that enhance productivity and user satisfaction.

### EXPERIENCE

#### LEAD INFRASTRUCTURE SUPPORT ENGINEER

##### Innovative Solutions Corp.

*2016 - Present*

- Oversaw infrastructure operations for a user base of 2,500+, maintaining high service levels.
- Implemented a proactive maintenance schedule that reduced system failures by 40%.
- Supervised a team of 8 engineers, providing mentorship and training.
- Designed and deployed a new cloud-based backup solution, increasing data security.
- Analyzed network performance metrics to identify and resolve bottlenecks.
- Facilitated monthly training sessions on new technologies for staff development.

#### INFRASTRUCTURE ENGINEER

##### Tech Dynamics LLC

*2014 - 2016*

- Provided technical assistance to end-users, resolving issues in a timely manner.
- Maintained and updated server hardware and software to ensure optimal functionality.
- Developed scripts to automate routine tasks, saving 15 hours per week.
- Collaborated with cybersecurity teams to enhance network security protocols.
- Documented system configurations and changes for compliance purposes.
- Assisted in disaster recovery drills, ensuring readiness for potential outages.