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SKILLS

- Financial IT
- Security Compliance
- Troubleshooting
- System Optimization
- Team Leadership
- Documentation

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER ENGINEERING, FINANCIAL UNIVERSITY, 2012

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Recognized for outstanding contributions with a 'Top Performer Award' in 2019.
- Successfully improved system reliability, reducing downtime by 25%.
- Initiated a project that enhanced data security, protecting against breaches.

Michael Anderson

SENIOR INFRASTRUCTURE SUPPORT ENGINEER

Detail-oriented Infrastructure Support Engineer with 10 years of experience in the financial services industry. My career has been dedicated to enhancing IT infrastructure to support robust financial applications and services. I have a proven track record of managing complex systems, ensuring high availability and security standards. Skilled in troubleshooting, I excel at problem-solving and implementing effective solutions that mitigate risks and enhance user satisfaction.

EXPERIENCE

SENIOR INFRASTRUCTURE SUPPORT ENGINEER

FinTech Solutions Group

2016 - Present

- Managed infrastructure operations for high-availability financial applications with 99.99% uptime.
- Implemented security measures to protect sensitive financial data against breaches.
- Led a team of engineers in troubleshooting and resolving system outages.
- Developed and enforced IT policies and procedures to ensure compliance.
- Collaborated with development teams to implement new financial products seamlessly.
- Conducted regular performance reviews to optimize system performance.

INFRASTRUCTURE SUPPORT ANALYST

Global Finance Corp.

2014 - 2016

- Provided technical support for critical financial systems, achieving a 95% user satisfaction rate.
- Assisted in the migration of on-premise applications to cloud environments.
- Maintained detailed documentation of system configurations and changes.
- Participated in risk assessments to identify potential vulnerabilities.
- Supported the deployment of security patches and updates for software applications.
- Collaborated with IT teams to enhance the overall infrastructure resilience.