



Michael ANDERSON

IT INFRASTRUCTURE ANALYST

Results-oriented Infrastructure Systems Analyst with a comprehensive background in IT service management and infrastructure optimization. Proficient in analyzing system performance and implementing solutions to enhance operational efficiency and reliability. Strong track record in managing IT projects that support business objectives and drive technological advancements. Expertise in troubleshooting complex infrastructure issues and providing timely resolutions to minimize downtime.

CONTACT

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- 📍 San Francisco, CA

SKILLS

- IT Service Management
- Performance Analysis
- Troubleshooting
- Vendor Coordination
- Documentation Management
- User Training

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF SCIENCE IN
INFORMATION SYSTEMS, STATE
UNIVERSITY**

ACHIEVEMENTS

- Improved system reliability by implementing proactive monitoring tools.
- Recognized for exceptional customer service in resolving user issues.
- Successfully led a project to streamline IT service processes, improving response times.

WORK EXPERIENCE

IT INFRASTRUCTURE ANALYST

Global Solutions Inc.

2020 - 2025

- Monitored system performance metrics, identifying and addressing inefficiencies.
- Implemented ITIL best practices to enhance service delivery and support.
- Managed hardware and software installations, ensuring system compatibility.
- Developed troubleshooting guides to assist support teams in resolving issues.
- Collaborated with vendors to procure necessary infrastructure components.
- Assisted in the development of disaster recovery plans to safeguard critical data.

INFRASTRUCTURE COORDINATOR

Tech Solutions Group

2015 - 2020

- Coordinated IT projects, ensuring timely completion and adherence to budget.
- Conducted analysis of existing systems to recommend enhancements.
- Provided technical support to end-users, resolving issues efficiently.
- Trained staff on new infrastructure tools and software.
- Maintained documentation for all infrastructure changes and updates.
- Participated in vendor evaluations to select appropriate technology solutions.