



Michael ANDERSON

IT OPERATIONS ANALYST

I am a highly motivated IT Operations Analyst with 4 years of experience in the financial services industry. My expertise lies in optimizing IT processes to enhance service delivery and customer satisfaction. I have a strong background in managing IT infrastructure and support services, which has allowed me to improve system reliability and reduce downtime.

CONTACT

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- 📍 San Francisco, CA

SKILLS

- IT Infrastructure
- Process Improvement
- Performance Analysis
- Technical Support
- Documentation
- Customer Service

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER SCIENCE, FINANCIAL UNIVERSITY, 2016

ACHIEVEMENTS

- Reduced support ticket resolution times by 30% through process optimization.
- Received commendation for exceptional customer service.
- Successfully trained team members on new IT systems.

WORK EXPERIENCE

IT OPERATIONS ANALYST

Finance Plus LLC

2020 - 2025

- Managed IT infrastructure, ensuring 99.7% system availability.
- Implemented process improvements that reduced incident resolution time by 25%.
- Monitored system performance, generating reports for management.
- Coordinated with various teams to enhance IT service delivery.
- Developed and maintained operational documentation.
- Provided training to new hires on IT systems and procedures.

IT SUPPORT ANALYST

Secure Bank

2015 - 2020

- Provided technical support to staff in a high-volume banking environment.
- Conducted regular audits of IT processes for compliance.
- Assisted in the rollout of new banking software.
- Resolved customer service issues related to IT systems.
- Maintained inventory of IT equipment.
- Collaborated with vendors for software updates and maintenance.