MICHAEL
ANDERSON

IT Operations Analyst

- San Francisco, CA
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As an IT Operations Analyst with a focus on the manufacturing sector, I have over 6 years of experience optimizing IT systems to support production processes. My background includes managing IT projects that enhance operational efficiencies and reduce costs. I have a proven track record of collaborating with engineering and production teams to implement technology solutions that align with business goals.

WORK EXPERIENCE

IT Operations Analyst | Manufacturing Tech Group   Jan 2022 – Present

- Managed IT systems supporting production lines, ensuring 98% uptime.
- Implemented data analytics tools, increasing process visibility.
- Collaborated with production teams to identify technology needs.
- Developed and executed IT project plans to enhance operational efficiencies.
- Trained staff on new technology implementations.
- Monitored system performance and reported metrics to management.

IT Support Specialist | Industrial Solutions Inc.   Jul 2019 – Dec 2021

- Provided technical support for manufacturing IT systems.
- Assisted in the rollout of new production software.
- Documented troubleshooting steps for future reference.
- Coordinated training sessions for staff on IT systems.
- Maintained an inventory of IT hardware.
- Monitored software performance and resolved issues proactively.

SKILLS

Manufacturing Systems   Data Analysis   IT Project Management   Technical Support   Process Improvement   Training

EDUCATION

Bachelor of Science in Industrial Engineering   2014
University of Industry

ACHIEVEMENTS

- Increased production efficiency by 25% through IT enhancements.
- Implemented a training program that improved staff competency by 30%.
- Received recognition for outstanding project management.

LANGUAGES

English   Spanish   French