

# MICHAEL ANDERSON

IT Reliability Engineer

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I am a passionate IT Reliability Engineer with over 4 years of experience in the gaming industry, focusing on system reliability and performance optimization for online platforms. My journey began as a support technician, where I quickly evolved into a reliability engineer due to my knack for troubleshooting and problem-solving. I have experience with high-availability systems, ensuring that gaming platforms remain operational during peak hours.

## WORK EXPERIENCE

### IT Reliability Engineer | GameDev Studios

Jan 2022 – Present

- Designed and implemented monitoring solutions that reduced downtime by 30% during major game launches.
- Collaborated with development teams to improve system architecture for better performance.
- Automated incident response processes, leading to a 25% reduction in resolution times.
- Engaged in capacity planning to ensure gaming servers handled peak traffic effectively.
- Conducted post-mortem analyses for outages, implementing lessons learned to prevent recurrence.
- Trained support staff on reliability best practices and incident management protocols.

### Support Technician | Online Gaming Solutions

Jul 2019 – Dec 2021

- Provided technical support for gaming platforms, ensuring minimal downtime.
- Assisted in the implementation of monitoring tools to enhance system reliability.
- Documented troubleshooting processes and contributed to the knowledge base.
- Participated in team meetings to discuss system improvements and user feedback.
- Engaged with players to address and resolve reported issues.
- Conducted training for new hires on support protocols and systems.

## SKILLS

Gaming Systems

Cloud Technologies

Performance Optimization

Incident Management

Monitoring Tools

Capacity Planning

## EDUCATION

### Bachelor of Science in Game Design

2015 – 2019

University of Gaming

## ACHIEVEMENTS

- Reduced downtime by 30% during major game launches through proactive monitoring.
- Recognized for outstanding contributions to system reliability improvements.
- Awarded for exceptional service in a high-pressure support environment.

## LANGUAGES

English

Spanish

French