



MICHAEL ANDERSON

Cloud IT Support Analyst

Experienced IT Support Operations Analyst with a strong background in cloud technologies and over 9 years of experience. Demonstrated success in managing IT operations for organizations transitioning to cloud-based solutions. Proficient in evaluating and implementing cloud services that enhance scalability and efficiency. Strong analytical skills with a focus on data-driven decision-making.

WORK EXPERIENCE

Cloud IT Support Analyst

2020-2023

CloudSolutions Inc.

- Managed cloud infrastructure for over 300 clients, ensuring optimal performance.
- Conducted risk assessments and implemented security measures for cloud applications.
- Resolved technical issues related to cloud services with a 98% satisfaction rate.
- Developed automated scripts to improve system monitoring and reporting.
- Provided training on cloud services, increasing user adoption by 40%.
- Collaborated with development teams to ensure seamless application deployment.

IT Operations Support Specialist

2019-2020

Tech Innovations

- Supported IT operations during the transition from on-premises to cloud solutions.
- Managed and resolved service outages affecting cloud infrastructure.
- Conducted performance evaluations of cloud applications to optimize usage.
- Assisted clients with cloud service integration and configuration.
- Documented processes and created user manuals for cloud services.
- Facilitated workshops to educate staff on cloud technologies and best practices.

ACHIEVEMENTS

- Led a cloud migration project that reduced operational costs by 25%.
- Recognized as 'Outstanding Employee' for excellence in service delivery.
- Developed a cloud training program that increased user proficiency significantly.

CONTACT

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EDUCATION

Bachelor of Science in Computer Information Systems

University of Technology
2011

SKILLS

- Cloud Technologies
- IT Support
- Security Compliance
- Troubleshooting
- User Training
- Data Management

LANGUAGES

- English
- Spanish
- French