

MICHAEL ANDERSON

IT Systems Analyst

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Versatile IT Systems Analyst with a rich background in software development, possessing over 6 years of experience in improving software systems for various industries. Expertise in translating business requirements into technical specifications and providing solutions that enhance operational efficiency. Proven ability to work collaboratively with development teams and stakeholders to deliver high-quality software products.

WORK EXPERIENCE

IT Systems Analyst | Software Innovations Inc.

Jan 2022 – Present

- Analyzed software systems to identify enhancement opportunities, resulting in a 30% increase in performance.
- Collaborated with developers to ensure software solutions met user requirements.
- Facilitated user testing sessions to gather feedback for system improvements.
- Documented software specifications and requirements for development teams.
- Provided ongoing support for software applications, achieving a 95% user satisfaction score.
- Trained staff on new software features to improve overall productivity.

Junior Systems Analyst | Tech Solutions LLC

Jul 2019 – Dec 2021

- Supported software testing and quality assurance processes to ensure functionality.
- Assisted in the documentation of software requirements and user manuals.
- Provided technical support for software issues, achieving an 85% resolution rate.
- Participated in project meetings to align software development with business objectives.
- Conducted training for end-users on new software applications.
- Gathered user feedback to drive continuous software improvement.

SKILLS

Software development

User experience

Technical specifications

Quality assurance

User training

Documentation

EDUCATION

Bachelor of Science in Software Engineering

2015 – 2019

Engineering University

ACHIEVEMENTS

- Recognized for 'Best Contributor' to software projects in 2020.
- Increased user engagement with software applications by 25% through enhancements.
- Developed a user manual that improved user onboarding processes significantly.

LANGUAGES

English

Spanish

French