MICHAEL
ANDERSON

Mobile App Maintenance Technician

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Analytical Mobile App Maintenance Engineer with 3 years of experience specializing in maintaining and improving mobile application performance. I have developed a strong foundation in troubleshooting and optimizing mobile apps, ensuring a seamless experience for users. My background in software development allows me to understand the intricacies of mobile applications, which aids in resolving issues efficiently.

WORK EXPERIENCE

Mobile App Maintenance Technician | Smart Apps Co.   Jan 2022 – Present

- Conducted routine maintenance for a portfolio of 8 mobile applications, ensuring optimal performance.
- Resolved user-reported issues promptly, contributing to a high user satisfaction rate.
- Collaborated with development teams to implement necessary updates based on analytics.
- Utilized performance monitoring tools to identify potential issues before they became critical.
- Documented maintenance procedures and user feedback for future reference.
- Participated in team meetings to discuss app performance and improvement strategies.

Junior Developer | Tech Forward   Jul 2019 – Dec 2021

- Assisted in the development of mobile applications, focusing on functionality and user interface.
- Participated in testing processes to identify and resolve bugs.
- Collaborated with senior developers to learn best practices in mobile app maintenance.
- Engaged in user research to gather insights for future app enhancements.
- Documented technical processes and changes to facilitate knowledge sharing.
- Supported customer inquiries to enhance user experience.

SKILLS

Mobile App Optimization   Troubleshooting   User Experience   Performance Monitoring   Documentation

Team Collaboration

EDUCATION

Bachelor of Technology in Computer Science from Institute of Technology   2015 – 2019
University

ACHIEVEMENTS

- Improved app functionality by 15% through diligent maintenance efforts.
- Recognized for achieving a 90% resolution rate for user-reported issues.
- Contributed to a successful app launch that received positive feedback from users.

LANGUAGES

English   Spanish   French