MICHAEL ANDERSON

Mobile Application Support Engineer

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SUMMARY

Detail-oriented Mobile Application Support Engineer with over 5 years of experience in troubleshooting and enhancing mobile applications for various platforms including iOS and Android. Proficient in diagnosing application issues and implementing solutions to improve user experience. Adept at working in fast-paced environments and collaborating with cross-functional teams to ensure seamless application performance.

WORK EXPERIENCE

Mobile Application Support Engineer Tech Innovators Inc.   *Jan 2023 - Present*

- Conducted rigorous testing and debugging of mobile applications, achieving a 30% reduction in reported issues.
- Collaborated with developers to enhance application features based on user feedback, increasing user satisfaction scores by 25%.
- Utilized analytics tools to monitor application performance and identify key areas for improvement.
- Provided technical support to users, resolving inquiries within an average response time of 2 hours.
- Led training sessions for new support staff, streamlining onboarding processes and reducing training time by 15%.
- Documented troubleshooting processes and solutions, contributing to a comprehensive knowledge base for the team.

Mobile Support Technician Mobile Solutions LLC   *Jan 2020 - Dec 2022*

- Assisted in the deployment of over 50 mobile applications across diverse industries.
- Engaged with customers to gather feedback and resolve technical issues, achieving a 90% resolution rate on first contact.
- Implemented a ticketing system that improved tracking of support requests by 40%.
- Worked closely with the QA team to ensure all applications met performance benchmarks before launch.
- Created user guides and support documentation to enhance customer engagement and self-service capabilities.
- Analyzed app performance data to identify and report on trends to management, leading to strategic improvements.

EDUCATION

Bachelor of Science in Computer Science, University of Technology, 2016   *Sep 2019 - Oct 2020*

ADDITIONAL INFORMATION

- **Technical Skills:** Mobile application support, Troubleshooting, User experience, Cross-functional collaboration, Documentation, Analytics tools
- **Awards/Activities:** Recognized as 'Employee of the Month' twice for exceptional customer service.
- **Awards/Activities:** Reduced application downtime by 20% through proactive monitoring and maintenance.
- **Awards/Activities:** Contributed to an initiative that improved app loading speeds by 15%.
- **Languages:** English, Spanish, French