MICHAEL
ANDERSON

Mobile Application Support Associate

- San Francisco, CA
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Enthusiastic Mobile Application Support Engineer with 2 years of experience focused on providing excellent customer service and technical support for mobile applications. My ability to communicate effectively with users helps me address their concerns promptly and efficiently. I am skilled at troubleshooting application issues and collaborating with teams to implement solutions.

WORK EXPERIENCE

Mobile Application Support Associate | App Solutions Inc.   Jan 2022 – Present

- Provided first-level support for mobile applications, resolving user inquiries promptly.
- Collaborated with development teams to report bugs and suggest enhancements.
- Maintained clear documentation of user interactions and resolutions.
- Participated in team meetings to discuss common issues and solutions.
- Assisted users in navigating mobile applications, improving overall user experience.
- Monitored application feedback and performance metrics to identify improvement areas.

Technical Support Intern | NextGen Tech Group   Jul 2019 – Dec 2021

- Assisted in troubleshooting mobile application issues under supervision.
- Documented solutions for common user problems in internal knowledge bases.
- Collaborated with experienced engineers to learn best practices.
- Engaged in user feedback collection to enhance support services.
- Participated in training sessions to improve technical knowledge.
- Supported the rollout of minor application updates, providing user assistance.

SKILLS

Customer support   Troubleshooting   Documentation   Team collaboration   User engagement

Technical communication

EDUCATION

Associate Degree in Information Technology   2020
Community College

ACHIEVEMENTS

- Acknowledged for outstanding performance during internship.
- Contributed to a project that improved user satisfaction ratings by 15%.
- Developed a guide that helped reduce support inquiries by 10%.

LANGUAGES

English   Spanish   French