# MICHAEL ANDERSON

## Production Support Analyst

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## SUMMARY

Dedicated Production Support Analyst with over 5 years of experience in the IT industry, specializing in application support and incident management. Proven track record in troubleshooting complex production issues and ensuring minimal downtime for critical business applications. Strong analytical skills combined with a proactive approach to problem-solving. Experienced in collaborating with cross-functional teams to enhance application performance and user experience.

## WORK EXPERIENCE

**Production Support Analyst  Tech Solutions Inc.** *Jan 2023 - Present*

- Managed production incidents and ensured timely resolution to minimize downtime.
- Collaborated with developers to implement fixes and enhancements in production systems.
- Utilized monitoring tools to proactively identify and resolve potential issues.
- Documented incident responses and solutions in a centralized knowledge base.
- Trained junior analysts on best practices for support and troubleshooting.
- Analyzed support trends to recommend improvements in processes and tools.

**Application Support Specialist  Innovatech Ltd.** *Jan 2020 - Dec 2022*

- Provided front-line support for business-critical applications, ensuring high availability.
- Assisted in application deployment and post-deployment validation procedures.
- Worked closely with QA teams to troubleshoot issues before production release.
- Conducted root cause analysis for recurring incidents and documented findings.
- Facilitated communication between business users and technical teams for effective issue resolution.
- Participated in on-call rotation, providing 24/7 support for critical applications.

## EDUCATION

**Bachelor of Science in Computer Science, University of Technology, 2015** *Sep 2019 - Oct 2020*

## ADDITIONAL INFORMATION

- **Technical Skills:** Incident Management, Application Support, Problem Solving, Team Collaboration, Monitoring Tools, Documentation
- **Awards/Activities:** Reduced average incident resolution time by 20% through process improvements.
- **Awards/Activities:** Successfully led a project to enhance application monitoring, resulting in a 30% decrease in downtime.
- **Awards/Activities:** Received 'Employee of the Month' award for outstanding performance in incident management.
- **Languages:** English,  Spanish,  French