



MICHAEL ANDERSON

SENIOR PRODUCTION SUPPORT ANALYST

CONTACT

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SKILLS

- Incident Management
- Financial Applications
- Regulatory Compliance
- SQL
- Problem Analysis
- Team Leadership

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF BUSINESS
ADMINISTRATION IN FINANCE, STATE
UNIVERSITY, 2014**

ACHIEVEMENTS

- Improved incident response time by 30% through the implementation of new monitoring tools.
- Recognized for leading a successful initiative that reduced system downtime by 40%.
- Received a commendation from senior management for exceptional service quality during high-pressure situations.

PROFILE

Results-driven Production Support Analyst with over 8 years of experience in financial services, focusing on application support within a high-demand environment. Expertise in managing production incidents and collaborating with development teams to ensure the seamless operational performance of critical financial applications. Strong understanding of banking regulations and compliance requirements. Adept at using various monitoring tools to identify and rectify issues swiftly.

EXPERIENCE

SENIOR PRODUCTION SUPPORT ANALYST

Global Finance Corp.

2016 - Present

- Oversaw production support activities for multiple financial applications, ensuring compliance with industry regulations.
- Led incident response teams to manage high-priority issues with minimal impact on business operations.
- Developed and implemented support procedures that improved issue resolution efficiency by 25%.
- Coordinated with compliance teams to address regulatory changes impacting production systems.
- Facilitated training sessions for new hires on production support best practices.
- Generated monthly reports on support metrics and trends for management review.

PRODUCTION SUPPORT ANALYST

Banking Solutions Group

2014 - 2016

- Provided high-level support for banking applications, resolving incidents in a timely manner.
- Collaborated with development teams to test and deploy application updates.
- Maintained documentation of incidents and resolutions for future reference.
- Utilized SQL for data analysis to support troubleshooting efforts.
- Engaged with business users to understand their needs and improve application functionality.
- Participated in disaster recovery planning and execution drills.