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EXPERTISE SKILLS

- E-commerce Support
- Troubleshooting
- User Experience
- Performance Monitoring
- Team Collaboration
- Customer Service

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Bachelor of Arts in Information Technology, City University, 2017

REFERENCES

John Smith

Senior Manager, Tech Corp
john.smith@email.com

Sarah Johnson

Director, Innovation Labs
sarah.j@email.com

Michael Brown

VP Engineering, Solutions Inc
mbrown@email.com

MICHAEL ANDERSON

PRODUCTION SUPPORT ANALYST

Proactive Production Support Analyst with a strong background in e-commerce, delivering exceptional support for online retail applications. With over 4 years of experience, I excel in troubleshooting technical issues, ensuring high availability and performance of systems to enhance customer satisfaction. Skilled in using analytics to drive decisions and improve user experience.

PROFESSIONAL EXPERIENCE

E-Shop Innovations

Mar 2018 - Present

Production Support Analyst

- Provided real-time support for e-commerce applications, ensuring minimal downtime during peak shopping hours.
- Worked with cross-functional teams to identify and resolve application performance issues.
- Implemented monitoring dashboards that improved response times to incidents by 20%.
- Documented technical issues and created user guides for better customer self-service.
- Conducted performance analysis to recommend enhancements to the application infrastructure.
- Trained staff on new tools and technologies to improve support capabilities.

Retail Tech Solutions

Dec 2015 - Jan 2018

Technical Support Analyst

- Assisted in the support of retail management software, ensuring functionality across multiple locations.
- Responded to customer inquiries, troubleshooting issues related to software and hardware.
- Collaborated with the development team to implement software updates and patches.
- Maintained a knowledge base of common issues and resolutions for team reference.
- Participated in user acceptance testing for new software features.
- Provided training to end-users on system capabilities and best practices.

ACHIEVEMENTS

- Enhanced customer satisfaction ratings by 15% through improved application performance.
- Led a project to streamline the support process, reducing average response time by 25%.
- Received recognition for outstanding teamwork during a high-volume sales event.