

MICHAEL ANDERSON

Production Support Analyst

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Analytical Production Support Analyst with over 5 years of experience in the logistics industry, specializing in the support of supply chain management applications. Proven ability to troubleshoot complex system issues and implement effective solutions to optimize operational efficiency. Experienced in working with cross-functional teams to ensure seamless integration of software solutions.

WORK EXPERIENCE

Production Support Analyst | Logistics Tech Solutions

Jan 2022 – Present

- Provided support for supply chain management applications, ensuring smooth operations.
- Collaborated with IT teams to identify and resolve system issues impacting logistics processes.
- Conducted data analysis to identify trends and recommend system improvements.
- Maintained documentation of incidents and solutions for future reference.
- Assisted in user training sessions to enhance understanding of system capabilities.
- Participated in system upgrade projects to improve user experience and application performance.

Support Analyst | Supply Chain Innovations

Jul 2019 – Dec 2021

- Provided technical support for logistics software, troubleshooting user-reported issues.
- Worked with the development team to test new features and updates.
- Documented user feedback and collaborated on solutions to enhance functionality.
- Maintained a knowledge base to streamline support processes.
- Assisted in training end-users on software capabilities and best practices.
- Engaged with clients to gather insights and improve the overall service delivery.

SKILLS

Supply Chain Applications

Troubleshooting

Data Analysis

User Training

Documentation

Team Collaboration

EDUCATION

Bachelor of Science in Logistics Management

2015

University of Logistics

ACHIEVEMENTS

- Improved incident resolution time by 20% through enhanced communication and documentation.
- Contributed to a project that optimized logistics processes, resulting in a 15% cost reduction.
- Recognized for exceptional service quality and user satisfaction ratings.

LANGUAGES

English

Spanish

French