



MICHAEL ANDERSON

PRODUCTION SUPPORT ENGINEER

CONTACT

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- San Francisco, CA

SKILLS

- Application Support
- Python
- System Monitoring
- Troubleshooting
- Team Collaboration
- Customer Service

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF SCIENCE IN
INFORMATION TECHNOLOGY, STATE
UNIVERSITY**

ACHIEVEMENTS

- Improved incident resolution time by 40% through process optimization.
- Recognized as 'Employee of the Month' for outstanding contributions to production stability.
- Developed a user manual that improved client satisfaction ratings by 20%.

PROFILE

Dedicated Production Support Engineer with a strong background in application support and system administration. Over 5 years of experience in managing production environments and ensuring optimal performance. Proficient in identifying and resolving issues in real-time, minimizing disruption to business operations. Highly skilled in scripting and automation to streamline processes and enhance system reliability.

EXPERIENCE

PRODUCTION SUPPORT ENGINEER

Innovative Tech Solutions

2016 - Present

- Monitored and maintained production systems, achieving an uptime of 98%.
- Utilized Python scripts to automate routine maintenance tasks, saving 15 hours per week.
- Responded to production incidents, diagnosing issues and implementing timely solutions.
- Collaborated with development teams to troubleshoot and resolve application defects.
- Participated in on-call rotation, providing after-hours support for critical systems.
- Conducted root cause analysis on recurring issues to prevent future occurrences.

JUNIOR PRODUCTION SUPPORT ENGINEER

NextGen Technologies

2014 - 2016

- Assisted in monitoring production systems and applications, ensuring smooth operations.
- Helped document standard operating procedures for incident management.
- Participated in training sessions to enhance technical skills and knowledge.
- Supported deployment activities for new releases and patches.
- Resolved user-reported issues and escalated complex problems to senior engineers.
- Contributed to improving the incident tracking system, enhancing response times.