# MA

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## SKILLS

- Software Support
- CI/CD
- Troubleshooting
- SQL
- Performance Monitoring
- Team Collaboration

## EDUCATION

**BACHELOR OF SCIENCE IN SOFTWARE ENGINEERING, UNIVERSITY OF TECHNOLOGY**

## LANGUAGE

- English
- Spanish
- German

## ACHIEVEMENTS

- Improved incident resolution time by 35% through process enhancements.
- Received 'Best Team Player' award for outstanding collaboration with cross-functional teams.
- Developed a new support framework that increased user satisfaction ratings.

# Michael Anderson

## SENIOR PRODUCTION SUPPORT ENGINEER

Dynamic Production Support Engineer with 7 years of experience in the software development industry. Focused on providing exceptional support for software applications and ensuring seamless integration across systems. Strong problem-solving skills and a background in software development enhance the ability to diagnose issues quickly. Proficient with various programming languages and tools, enabling effective communication with development teams.

## EXPERIENCE

### SENIOR PRODUCTION SUPPORT ENGINEER

Software Solutions Ltd.

2016 - Present

- Managed the production support for critical software applications, ensuring high availability.
- Collaborated with developers to troubleshoot and resolve complex issues in production.
- Implemented CI/CD pipelines to streamline deployment processes and reduce errors.
- Conducted performance testing and monitoring to optimize application efficiency.
- Developed troubleshooting documentation for recurring issues, improving resolution times.
- Achieved a 99% satisfaction rate from users through proactive support and communication.

### PRODUCTION SUPPORT ANALYST

Tech Innovations Group

2014 - 2016

- Provided support for production applications, ensuring timely issue resolution.
- Utilized SQL queries to extract data for troubleshooting and reporting purposes.
- Worked closely with QA teams to facilitate smooth transitions from testing to production.
- Documented support processes and created user guides for internal teams.
- Participated in daily stand-ups to discuss ongoing issues and resolutions.
- Recognized for outstanding contributions to team efficiency and collaboration.