# MA

# Michael Anderson
## SOFTWARE MAINTENANCE ENGINEER

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## SKILLS

- Software Maintenance
- Data Analysis
- Problem Solving
- User Engagement
- Performance Monitoring
- Team Collaboration

## EDUCATION

**BACHELOR OF SCIENCE IN COMPUTER SCIENCE, STATE UNIVERSITY, 2015**

## LANGUAGE

- English
- Spanish
- German

## ACHIEVEMENTS

- Improved software performance by 20% through data-driven maintenance strategies.
- Awarded Best Team Player for collaborative efforts in software projects.
- Successfully implemented a new ticketing system that improved issue tracking efficiency.

Analytical Software Maintenance Engineer with a strong background in data systems and application support. I have 7 years of experience in maintaining software solutions that power critical business functions. My approach focuses on leveraging data-driven insights to inform maintenance strategies and enhance system performance. I am skilled in using various tools to monitor application health and identify potential issues before they escalate.

## EXPERIENCE

### SOFTWARE MAINTENANCE ENGINEER

Data Solutions Inc.

2016 - Present

- Conducted root cause analysis for software defects, reducing reoccurrences by 30%.
- Developed maintenance schedules based on data analytics to optimize system performance.
- Collaborated with developers to ensure timely implementation of software patches.
- Utilized monitoring tools to track application performance metrics and report findings.
- Engaged with users to gather feedback and prioritize software improvements.
- Trained new hires on maintenance processes and best practices.

### JUNIOR SOFTWARE ENGINEER

Tech Innovations Group

2014 - 2016

- Assisted in the development and maintenance of software applications, contributing to code quality improvements.
- Participated in user acceptance testing to validate software functionality.
- Monitored application performance and documented issues for resolution.
- Collaborated with the support team to address user-reported issues.
- Engaged in continuous learning to enhance technical skills and software knowledge.
- Contributed to team meetings with suggestions for process improvements.