EVELYN WHITE

Application Support Analyst

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☎ (123) 456 7899
📍 Los Angeles
🌐 www.qwikresume.com
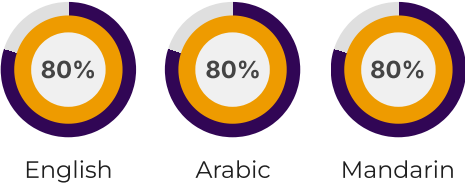
SKILLS

Microsoft Office Suite

Software Deployment

Change Management

Problem Resolution

Service Level Agreements

Performance Tuning
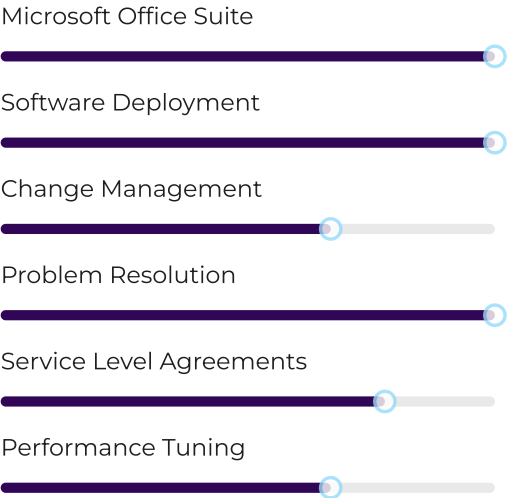
INTERESTS

🔧 DIY Projects   ✂ Crafting

⭕ Meditation   🏛 History

STRENGTHS

🍃 Humility   💡 Innovation

👁 Insightfulness   ☑ Integrity

LANGUAGES

80% English
80% Arabic
80% Mandarin

ACHIEVEMENTS

⭐ Resolved over 95% of application support tickets within SLA, enhancing user satisfaction.

⭐ Developed user guides that improved onboarding efficiency by 30%.

PROFESSIONAL SUMMARY

Proficient Application Support Analyst with 2 years of experience in delivering high-quality application support and troubleshooting. Skilled in resolving user issues and collaborating with cross-functional teams to enhance system performance. Passionate about utilizing technical knowledge to improve user experience and streamline processes.

WORK EXPERIENCE

Application Support Analyst

📅 Mar / 2024-Ongoing
📍 Santa Monica, CA

Seaside Innovations

1. Delivered comprehensive application and system support for end-users, ensuring timely issue resolution.
2. Managed the lifecycle of application-related trouble tickets, facilitating effective resolutions.
3. Provided exceptional technical support for both front-end and back-end applications, adhering to established protocols.
4. Diagnosed and identified root causes of issues, collaborating with System Administration and Database teams for effective solutions.
5. Curated a knowledge base for application support, enhancing resource accessibility for team members.
6. Applied theoretical and practical knowledge in application development processes.
7. Authored technical documents and best practices in partnership with product management to support new product launches.

Application Support Manager

📅 Mar / 2023-Mar / 2024
📍 Seattle, WA

Silver Lake Enterprises

1. Oversaw a support team, managing daily operations for both onsite and remote personnel.
2. Coordinated system upgrades and data migrations for over 400 clients, ensuring minimal disruption.
3. Utilized MS SQL for database queries and troubleshooting, enhancing data integrity.
4. Led support initiatives for multiple treasury applications, achieving a 100% implementation success rate on enhancements.
5. Managed a call center with 22 agents, providing technical leadership and support.
6. Directed site implementations and upgrades for application support, ensuring adherence to project timelines.

EDUCATION

Bachelor of Science in Information Technology

📅 Mar / 2022 - Mar / 2023
📍 Portland, OR

State University

Focused on application support and systems management, gaining practical experience in troubleshooting and user support.