# EMMA JOHNSON

## Production Support Analyst

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## PROFESSIONAL SUMMARY

Seasoned Production Support Analyst with over 10 years of experience in ensuring operational continuity and system performance. Expert in diagnosing complex issues, optimizing processes, and implementing effective solutions to enhance service delivery. Proven ability to engage with cross-functional teams to drive improvements and ensure high availability of critical applications.

## WORK EXPERIENCE

### Senior Production Support Analyst
📅 Jan / 2019-Ongoing

**Seaside Innovations**
📍 Santa Monica, CA

1. Provided Level 1 and Level 2 support for production, test, and development regions in a high-pressure environment, ensuring timely incident resolution.
2. Conducted health checks on Linux servers to maintain stability and performance, adapting to changing workload demands.
3. Monitored incident requests using ServiceNow, ensuring prompt responses and resolutions.
4. Troubleshot and resolved system-level issues, providing 24/7 on-call support for major incidents and system upgrades.
5. Ensured timely execution of nightly batch processing, consistently meeting service level agreements (SLAs).
6. Collaborated with cross-functional teams to monitor workload automation and address scheduling issues efficiently.
7. Maintained critical application performance metrics to uphold client SLAs, ensuring operational excellence.

### Tech Support Analyst
📅 Jan / 2015-Jan / 2019

**Crescent Moon Design**
📍 Portland, OR

1. Analyzed and resolved ad-hoc production job requests from business units, ensuring smooth integration into the production environment.
2. Coordinated file transfers to system applications and maintained recordkeeping integrity.
3. Worked closely with IT personnel to investigate job failures, facilitating timely resolutions.
4. Managed technical incident tickets, escalating issues to higher tiers as necessary for quick resolution.
5. Collaborated with help desk and IT operations teams to ensure all system issues were addressed and resolved efficiently.

## EDUCATION

### Bachelor of Science in Information Technology
📅 Jan / 2012-Jan / 2015

**University of Technology**
📍 Denver, CO

Focused on system administration and application support, with coursework in networking and database management.

## SKILLS

| Sharepoint Administration | Microsoft Office Suite | Sungard Omniplus Expertise | Linux System Administration |
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## ACHIEVEMENTS

⭐ Achieved a 30% reduction in incident resolution time by optimizing ticketing processes and enhancing team collaboration.

⭐ Led a project that improved system uptime to 99.9%, significantly enhancing user satisfaction and operational efficiency.

⭐ Developed and implemented a new monitoring protocol that decreased critical system outages by 40%.