MICHAEL
ANDERSON

Network Support Engineer

- San Francisco, CA
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With a deep commitment to educational technology, I am a Campus Network Engineer with over 3 years of experience focused on enhancing network infrastructures in academic settings. I possess a strong foundation in network administration and support, having worked on projects that improve connectivity and user experience. My technical skills range from hardware installation to software configuration, enabling me to effectively troubleshoot and resolve network issues.

WORK EXPERIENCE

Network Support Engineer | Local University   Jan 2022 – Present

- Provided technical support for network users, achieving a 92% resolution rate.
- Assisted in the installation of network equipment and configurations.
- Monitored network performance and reported issues to senior staff.
- Created user documentation to assist with common technical problems.
- Participated in network maintenance and upgrades.
- Collaborated with IT teams to implement new technologies.

IT Technician | Regional College   Jul 2019 – Dec 2021

- Supported network operations by troubleshooting connectivity issues.
- Maintained inventory records of network devices and configurations.
- Assisted in developing training materials for users on network access.
- Participated in the rollout of new network infrastructure and devices.
- Monitored system performance and assisted in reporting.
- Engaged in continuous learning to stay updated on networking trends.

SKILLS

Network Administration   Technical Support   Performance Monitoring   User Documentation   Collaboration

Troubleshooting

EDUCATION

Bachelor of Science in Information Technology   2018
Community College

ACHIEVEMENTS

- Recognized for exceptional service with a 98% customer satisfaction rating.
- Successfully implemented a new support ticketing system, improving response times by 30%.
- Received commendation for proactive identification of potential network issues.

LANGUAGES

English   Spanish   French