

MICHAEL ANDERSON

Cloud Network Engineer

- San Francisco, CA
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Enthusiastic Cloud Network Engineer with a passion for leveraging cloud technologies to solve business problems. Over 3 years of experience in supporting and managing cloud infrastructure for small to medium-sized enterprises. Skilled in implementing cloud solutions that enhance operational efficiency and reduce costs. Strong focus on customer service and ensuring that technical solutions align with client needs.

WORK EXPERIENCE

Cloud Network Engineer | SME Cloud Services

Jan 2022 – Present

- Assisted in the design and implementation of cloud solutions for various clients.
- Provided technical support and troubleshooting for cloud services.
- Monitored network performance and made recommendations for improvements.
- Collaborated with clients to understand their cloud needs and requirements.
- Engaged in training sessions to enhance staff knowledge on cloud technologies.
- Documented client interactions and technical processes for future reference.

IT Support Technician | TechAssist

Jul 2019 – Dec 2021

- Provided IT support for cloud-based applications and services.
- Assisted clients with troubleshooting issues related to cloud technologies.
- Documented technical issues and resolutions for knowledge sharing.
- Participated in training programs to improve technical skills.
- Maintained a high level of customer satisfaction through effective communication.
- Supported the migration of on-premise systems to cloud solutions.

SKILLS

Cloud Solutions

Technical Support

Client Collaboration

Troubleshooting

Network Monitoring

Documentation

EDUCATION

Bachelor of Science in Computer Networking

2015 – 2019

Community College

ACHIEVEMENTS

- Successfully supported cloud migrations for over 30 clients, enhancing their operational capacity.
- Received 'Outstanding Service Award' for exceptional client support.
- Contributed to a project that reduced client operational costs by 15%.

LANGUAGES

English

Spanish

French