# MICHAEL ANDERSON

Senior Infrastructure Support Engineer

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## SUMMARY

A highly skilled Infrastructure Support Engineer with over 6 years of experience in managing and optimizing IT infrastructure for large enterprises. Proven expertise in troubleshooting and resolving complex hardware and software issues to ensure minimal downtime and optimal performance. Adept at implementing network solutions and performing regular system maintenance to enhance operational efficiency.

## WORK EXPERIENCE

**Senior Infrastructure Support Engineer  Tech Solutions Inc.**                    *Jan 2023 - Present*

- Managed network infrastructure, ensuring 99.9% uptime across all systems.
- Implemented automated monitoring solutions, reducing incident response times by 30%.
- Led a team of 5 in troubleshooting hardware failures and software issues.
- Developed and executed disaster recovery plans, significantly improving data recovery times.
- Coordinated with vendors for procurement and installation of new servers and networking equipment.
- Trained over 50 staff members on best practices for IT security and infrastructure usage.

**Infrastructure Support Engineer  Global Tech Ltd.**                    *Jan 2020 - Dec 2022*

- Provided first and second-level support for over 1,000 users, achieving a 95% satisfaction rate.
- Configured and maintained routers, switches, and firewalls to secure network environments.
- Conducted routine system audits to ensure compliance with company policies.
- Documented troubleshooting processes and solutions to improve knowledge sharing.
- Collaborated on cross-departmental projects to implement new technologies.
- Assisted in migrating services to cloud platforms, reducing costs by 20%.

## EDUCATION

**Bachelor of Science in Information Technology, University of Technology, 2015**                    *Sep 2019 - Oct 2020*

## ADDITIONAL INFORMATION

- **Technical Skills:** Network Management, Troubleshooting, Cloud Services, IT Security, Automation Tools, System Maintenance
- **Awards/Activities:** Awarded 'Employee of the Year' for outstanding performance in 2021.
- **Awards/Activities:** Successfully reduced operational costs by 15% through infrastructure optimization.
- **Awards/Activities:** Recognized for implementing a new ticketing system that improved response times by 25%.
- **Languages:** English,  Spanish,  French