MA

Phone: (555) 234-5678

Email: michael.anderson@email.com

Address: San Francisco, CA

Website: www.michaelanderson.com

EXPERTISE SKILLS

- Network Configuration
- Technical Support
- System Administration
- Documentation
- Compliance
- Troubleshooting

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Bachelor of Science in Network Engineering, State University, 2016

REFERENCES

John Smith
Senior Manager, Tech Corp
john.smith@email.com

Sarah Johnson
Director, Innovation Labs
sarah.j@email.com

Michael Brown
VP Engineering, Solutions Inc
mbrown@email.com

MICHAEL ANDERSON

INFRASTRUCTURE SUPPORT ENGINEER

Dedicated Infrastructure Support Engineer with more than 5 years of experience in the telecommunications industry. My career is marked by my ability to effectively manage and support complex network infrastructures while ensuring optimal performance and security standards. I possess a strong understanding of both hardware and software systems, enabling me to troubleshoot and resolve issues efficiently.

PROFESSIONAL EXPERIENCE

Telecom Innovations Inc.   *Mar 2018 - Present*
Infrastructure Support Engineer

- Managed and supported network infrastructure for a company with over 1,000 employees.
- Resolved technical issues, achieving a 97% first-contact resolution rate.
- Conducted regular system audits to ensure compliance with industry standards.
- Configured firewalls and VPNs to secure remote access for users.
- Developed documentation for support processes and procedures.
- Collaborated with project teams to implement new technologies and solutions.

NextGen Telecom   *Dec 2015 - Jan 2018*
Junior Infrastructure Engineer

- Provided technical support for internal staff and external clients via phone and email.
- Assisted in configuring and maintaining servers and network devices.
- Participated in the rollout of a new VoIP system, enhancing communication.
- Maintained inventory of hardware and software assets for tracking purposes.
- Documented support resolutions to improve future troubleshooting efforts.
- Supported the migration of services to a cloud environment, ensuring minimal disruption.

ACHIEVEMENTS

- Recognized for outstanding service with a 'Customer Excellence Award' in 2020.
- Streamlined support processes, reducing ticket resolution time by 30%.
- Successfully implemented a new monitoring tool that improved system reliability.