MA

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SKILLS

- Network Configuration
- Performance Analysis
- Telecommunications Systems
- Team Training
- Vendor Management
- Documentation

EDUCATION

BACHELOR OF SCIENCE IN TELECOMMUNICATIONS ENGINEERING, CITY UNIVERSITY, 2009

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Awarded 'Best Employee' for exceptional contributions to network reliability projects.
- Reduced configuration-related incidents by 45% through process improvements.
- Successfully led a project to upgrade telecommunications infrastructure, enhancing service quality.

Michael Anderson

LEAD IT CONFIGURATION ANALYST

Experienced IT Configuration Analyst with 12 years of experience in the telecommunications industry. I have a proven track record of managing large-scale IT configurations and ensuring seamless integration of network systems. My expertise includes working with various telecommunications equipment and software, which allows me to optimize configurations for improved service delivery.

EXPERIENCE

LEAD IT CONFIGURATION ANALYST

Telecom Innovations Ltd.

2016 - Present

- Oversaw the configuration management process for all network systems, improving service uptime by 30%.
- Collaborated with engineering teams to develop and implement configuration standards.
- Conducted performance analysis of network configurations, identifying areas for optimization.
- Utilized tools such as Cisco Prime and SolarWinds for monitoring and reporting on network performance.
- Trained team members on best practices for configuration management, enhancing overall team efficiency.
- Managed vendor relationships to ensure timely delivery of configuration-related services.

CONFIGURATION ANALYST

NextGen Telecom

2014 - 2016

- Implemented configuration changes for telecom systems, resulting in a 25% reduction in service outages.
- Participated in the development of system documentation to support configuration processes.
- Engaged with cross-functional teams to gather requirements for system upgrades and enhancements.
- Monitored system performance to ensure compliance with service level agreements.
- Provided technical support for configuration-related inquiries, achieving high resolution rates.
- Maintained configuration logs and documentation for audit purposes.