MICHAEL ANDERSON

IT Operations Analyst

CONTACT

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- San Francisco, CA

EDUCATION

Bachelor of Science in Telecommunications

Tech State University

2011

SKILLS

- VoIP
- Network Management
- Telecommunications
- Troubleshooting
- Data Analysis
- Technical Documentation

LANGUAGES

- English
- Spanish
- French

I am an experienced IT Operations Analyst specializing in the telecommunications industry, with over 9 years of professional experience. My focus is on enhancing network performance and reliability to support business operations. I have a strong technical background in managing telecommunications systems, including VoIP and data networks. My role involves troubleshooting complex network issues and collaborating with engineering teams to implement effective solutions.

💼 WORK EXPERIENCE

IT Operations Analyst
2020-2023

Telecom Services Inc.

- Managed the performance of VoIP systems, ensuring 99.9% uptime.
- Troubleshot network issues efficiently, reducing downtime by 40%.
- Collaborated with engineering to implement network upgrades.
- Developed monitoring tools to track network performance.
- Provided training to staff on new telecom technologies.
- Conducted audits to ensure compliance with industry regulations.

Network Support Technician
2019-2020

Connect Now

- Provided technical support for networking equipment and services.
- Assisted in the installation of new telecom systems.
- Documented troubleshooting processes for future reference.
- Monitored network traffic to optimize performance.
- Coordinated with vendors for service upgrades.
- Participated in disaster recovery drills.

★ ACHIEVEMENTS

- Improved network reliability by 30% through proactive maintenance.
- Received recognition for excellence in customer service.
- Implemented a new monitoring system that enhanced performance tracking.