



MICHAEL ANDERSON

Network Support Engineer

Proactive IT Support Engineer with over 8 years of experience in the telecommunications industry, specializing in network support and infrastructure management. I have a strong track record of enhancing system performance and reliability for large-scale networks. My expertise includes troubleshooting complex network issues, managing service outages, and implementing system upgrades. I am skilled at collaborating with cross-functional teams to deliver solutions that meet business objectives.

CONTACT

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EDUCATION

Bachelor of Technology in Computer Networking
University of Telecommunications
2013

SKILLS

- Network Management
- Troubleshooting
- Infrastructure Support
- User Training
- Documentation
- Service Delivery

LANGUAGES

- English
- Spanish
- French

WORK EXPERIENCE

Network Support Engineer 2020-2023

Telecom Solutions Ltd.

- Managed network performance for over 10,000 users, ensuring high availability and reliability.
- Implemented network monitoring tools that reduced downtime by 50%.
- Collaborated with engineering teams to troubleshoot and resolve service outages swiftly.
- Conducted training sessions for staff on network best practices, improving overall knowledge.
- Developed and documented network configuration standards, enhancing consistency.
- Participated in major system upgrades, ensuring minimal disruption to services.

IT Support Technician 2019-2020

Global Telecom Corp.

- Provided technical support for internal systems, achieving a 98% user satisfaction rating.
- Assisted in the rollout of new network solutions, ensuring smooth transitions.
- Maintained documentation of network configurations and support processes.
- Conducted network assessments and provided recommendations for improvements.
- Worked closely with vendors for hardware procurement and support.
- Supported cross-departmental projects, enhancing overall service delivery.

ACHIEVEMENTS

- Awarded Employee of the Year for outstanding contributions to network reliability.
- Reduced network downtime by 30% through effective troubleshooting practices.
- Successfully led a project to upgrade network infrastructure, improving performance by 25%.