

MICHAEL ANDERSON

Network Support Engineer

- San Francisco, CA
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Ambitious Local Area Network Engineer with over 4 years of experience in the retail industry, specializing in creating reliable and efficient network systems to support point-of-sale (POS) operations. My background includes working with various networking technologies to enhance customer experience and streamline operations. I am adept at troubleshooting network issues to minimize downtime and ensure seamless transactions.

WORK EXPERIENCE

Network Support Engineer | Retail Tech Solutions

Jan 2022 – Present

- Maintained and supported LAN infrastructure for multiple retail locations.
- Troubleshoot network issues, reducing downtime by 20% during peak hours.
- Collaborated with management to assess networking needs for new stores.
- Documented network configurations and changes for compliance purposes.
- Provided training to staff on network-related tools and systems.
- Executed system upgrades to improve transaction speeds.

IT Technician | Superstore Retailers

Jul 2019 – Dec 2021

- Assisted in the setup and maintenance of retail LAN systems.
- Provided technical support for cash register connectivity issues.
- Monitored network performance to ensure optimal transaction processing.
- Conducted system updates and patches to enhance security.
- Participated in team meetings to discuss network improvements.
- Trained new employees on using POS systems effectively.

SKILLS

Network Maintenance

Troubleshooting

Customer Support

System Upgrades

Training

Documentation

EDUCATION

Bachelor of Science in Computer Science

2015 – 2019

Business University

ACHIEVEMENTS

- Achieved a 15% increase in transaction efficiency through network optimization.
- Recognized for outstanding contribution to improving network reliability in stores.
- Developed training materials that enhanced staff understanding of network systems.

LANGUAGES

English

Spanish

French