

MICHAEL ANDERSON

Network Automation Engineer

- San Francisco, CA
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Versatile Network Automation Engineer with 3 years of experience focused on implementing innovative automation solutions for small to medium-sized enterprises (SMEs). Strong background in utilizing cloud technologies and automation tools to enhance network performance and security. Adept at collaborating with clients to identify their unique needs and delivering tailored automation strategies that meet their business objectives.

WORK EXPERIENCE

Network Automation Engineer | SME Networks LLC

Jan 2022 – Present

- Developed customized automation scripts for client network configurations, increasing efficiency by 30%.
- Implemented network monitoring tools to proactively address performance issues.
- Collaborated with clients to assess their network needs and provide tailored automation solutions.
- Conducted training sessions for clients on network automation best practices.
- Documented network processes and configurations for future reference.
- Engaged in troubleshooting efforts to ensure client satisfaction and network reliability.

IT Support Technician | Tech Support Co.

Jul 2019 – Dec 2021

- Assisted in the setup and configuration of client networks.
- Provided technical support for network-related issues, ensuring prompt resolution.
- Documented network configurations and created user guides for clients.
- Participated in client meetings to understand their network requirements.
- Maintained accurate records of network changes and configurations.
- Supported the implementation of network monitoring solutions.

SKILLS

Cloud Technologies

Network Monitoring

Automation Tools

Client Collaboration

Troubleshooting

Documentation

EDUCATION

Bachelor of Science in Computer Networking

2020

Community University

ACHIEVEMENTS

- Successfully improved client network performance by 20% through tailored automation solutions.
- Received positive feedback from clients for exceptional service and support.
- Contributed to a project that automated routine tasks, saving clients an average of 15 hours a month.

LANGUAGES

English

Spanish

French