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## **EXPERTISE SKILLS**

- Network monitoring tools
- Troubleshooting
- Client support
- Documentation
- Team collaboration
- Continuous learning

## **LANGUAGES**

- English
- Spanish
- French

## **CERTIFICATION**

- Bachelor of Science in Information Technology, College of Engineering

## **REFERENCES**

### **John Smith**

Senior Manager, Tech Corp  
john.smith@email.com

### **Sarah Johnson**

Director, Innovation Labs  
sarah.j@email.com

### **Michael Brown**

VP Engineering, Solutions Inc  
mbrown@email.com

# MICHAEL ANDERSON

## NETWORK MONITORING TECHNICIAN

Ambitious Network Monitoring Engineer with 4 years of experience in managing and optimizing network operations in a fast-paced tech environment. Strong technical background complemented by a proactive approach to identifying and resolving network issues. Familiar with a wide range of monitoring tools and network management software. Excellent problem-solving skills and a commitment to delivering high-quality support to internal and external stakeholders.

## **PROFESSIONAL EXPERIENCE**

### **Innovative Tech Solutions**

*Mar 2018 - Present*

Network Monitoring Technician

- Monitored network systems using tools like ManageEngine and Cisco Network Assistant.
- Executed routine checks to ensure optimal network performance and connectivity.
- Assisted in troubleshooting network issues affecting client services.
- Collaborated with IT teams to implement network improvements and upgrades.
- Maintained accurate records of network configurations and performance metrics.
- Provided end-user support and training on network tools and applications.

### **TechGiant Corp.**

*Dec 2015 - Jan 2018*

IT Support Assistant

- Supported the IT department in monitoring and maintaining network operations.
- Utilized ticketing systems to track and resolve network-related issues.
- Assisted in network installations and configuration processes.
- Participated in the documentation of network policies and procedures.
- Engaged in continuous training to enhance technical expertise in network technologies.
- Provided feedback on network performance to senior engineers.

## **ACHIEVEMENTS**

- Improved network response time by 15% by optimizing monitoring processes.
- Recognized for exemplary support in resolving critical network outages.
- Completed certification in network security, enhancing departmental capabilities.