



MICHAEL ANDERSON

Network Support Engineer

Dynamic Network Monitoring Engineer with 3 years of experience specializing in small to medium-sized businesses. Strong background in providing technical support and monitoring solutions tailored to client needs. Known for delivering exceptional customer service and maintaining strong client relationships. Proficient in utilizing network monitoring tools to ensure uptime and performance. Eager to learn and adapt to new technologies to enhance service delivery.

CONTACT

- (555) 234-5678
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- San Francisco, CA

EDUCATION

Associate Degree in Information Technology

Community College
2016-2020

SKILLS

- Client support
- Network troubleshooting
- Documentation
- Customer service
- Technical support
- Continuous learning

LANGUAGES

- English
- Spanish
- French

WORK EXPERIENCE

Network Support Engineer

2020-2023

Local IT Services

- Provided network monitoring and support services for small businesses.
- Utilized tools like PRTG and Wireshark for troubleshooting network issues.
- Assisted clients in optimizing their network setups and configurations.
- Documented and reported on network performance and issues.
- Engaged with clients to understand their network requirements and provide tailored solutions.
- Kept abreast of new technologies to recommend improvements for clients.

IT Technician

2019-2020

Tech Support Group

- Supported the IT team in monitoring and troubleshooting client networks.
- Utilized ticketing systems to manage and resolve client issues.
- Assisted in the installation and configuration of networking equipment.
- Documented troubleshooting processes and solutions for future reference.
- Participated in client meetings to understand and address network concerns.
- Engaged in continuous learning to enhance technical skills and service quality.

ACHIEVEMENTS

- Achieved a 95% customer satisfaction rating through effective support.
- Recognized for streamlining network troubleshooting processes, reducing resolution time by 20%.
- Created a knowledge base that improved team efficiency in handling client queries.