



MICHAEL ANDERSON

NETWORK OPERATIONS ENGINEER

PROFILE

Results-oriented Network Operations Engineer with a focus on VoIP systems and telecommunications. Over 5 years of experience in designing and maintaining robust network solutions that support voice and data services. Proven ability to troubleshoot and resolve connectivity issues in high-pressure environments, ensuring minimal downtime. Strong understanding of routing and switching protocols, including OSPF and BGP.

EXPERIENCE

NETWORK OPERATIONS ENGINEER

Telecom Innovations

2016 - Present

- Managed VoIP network infrastructure, improving call quality by 30% through optimization.
- Conducted routine maintenance checks on network equipment, preventing outages.
- Collaborated with software developers to integrate new features into existing systems.
- Resolved over 200 customer reported issues, maintaining a satisfaction rating of 95%.
- Documented network configurations and updates to streamline future troubleshooting.
- Participated in disaster recovery drills, ensuring preparedness for system failures.

JUNIOR NETWORK ENGINEER

NextGen Telecom

2014 - 2016

- Assisted in the deployment of a new VoIP system across multiple offices.
- Monitored network performance and reported anomalies to senior engineers.
- Provided technical support to end-users, resolving connectivity issues promptly.
- Helped maintain network documentation and asset inventory for compliance audits.
- Trained new staff on network protocols and troubleshooting procedures.
- Participated in team meetings to share insights and recommend improvements.

CONTACT

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- San Francisco, CA

SKILLS

- VoIP Technology
- Network Security
- Troubleshooting
- Project Management
- Customer Service
- Documentation

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN
INFORMATION TECHNOLOGY, STATE
UNIVERSITY

ACHIEVEMENTS

- Improved network uptime from 97% to 99.5% through proactive monitoring.
- Recognized for outstanding customer service in resolving technical issues.
- Successfully led a team project to upgrade VoIP systems ahead of schedule.