



MICHAEL ANDERSON

Network Administrator

Detail-oriented Network Reliability Engineer with over 11 years of experience in the education sector. My expertise lies in creating reliable and secure network environments that enhance the learning experience for students and faculty. Skilled in managing campus-wide networks, ensuring high availability and performance. Demonstrated ability to implement wireless solutions and optimize bandwidth usage to meet educational demands.

CONTACT

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- San Francisco, CA

EDUCATION

Bachelor of Science in Information Technology

College of Education
2011

SKILLS

- Network Management
- Wireless Solutions
- Security Assessments
- Technical Support
- Documentation
- Collaboration

LANGUAGES

- English
- Spanish
- French

WORK EXPERIENCE

Network Administrator

2020-2023

University of Learning

- Managed campus-wide network infrastructure, achieving 99.98% uptime.
- Implemented wireless access points to enhance connectivity for over 10,000 users.
- Conducted network security assessments to protect sensitive student data.
- Optimized bandwidth allocation to support high-demand academic applications.
- Provided technical support and training for faculty and staff.
- Documented network configurations and maintained compliance records.

IT Support Technician

2019-2020

Local Community College

- Supported network operations for the college's IT department, ensuring reliable access.
- Troubleshoot network issues, achieving a resolution rate of 95% on first contact.
- Assisted in the deployment of new IT services and solutions.
- Documented procedures and provided user training on network tools.
- Participated in planning for network upgrades and improvements.
- Collaborated with external vendors for hardware and software support.

ACHIEVEMENTS

- Enhanced network performance resulting in a 30% increase in user satisfaction ratings.
- Successfully implemented a new wireless solution that doubled network capacity.
- Recognized for outstanding service and support during campus events.