



MICHAEL ANDERSON

Network Support Analyst

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SUMMARY

Detail-oriented Network Support Analyst with over 5 years of experience in troubleshooting and optimizing network infrastructures. Proven expertise in enhancing network performance and reliability through effective monitoring and analysis. Adept at configuring and maintaining routers, switches, and firewalls to ensure seamless connectivity. Strong analytical skills combined with a commitment to delivering exceptional technical support to internal teams and clients.

WORK EXPERIENCE

Network Support Analyst Tech Solutions Inc.

Jan 2023 - Present

- Diagnosed and resolved network issues, significantly reducing downtime by 30%.
- Implemented network monitoring tools to proactively identify and address potential issues.
- Collaborated with IT teams to design and deploy network infrastructure upgrades.
- Provided technical support for over 500 users across multiple locations.
- Maintained accurate documentation of network configurations and changes.
- Conducted training sessions for staff on best practices in network usage.

Junior Network Technician Global Tech Corp.

Jan 2020 - Dec 2022

- Assisted in the installation and configuration of networking hardware.
 - Monitored network performance and generated monthly usage reports.
 - Resolved hardware and software issues in a timely manner, improving user satisfaction by 15%.
 - Supported network security initiatives, including firewall management.
 - Participated in routine backups and disaster recovery efforts.
 - Engaged in continuous learning of emerging networking technologies.
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EDUCATION

Bachelor of Science in Information Technology, University of California, 2016

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Network troubleshooting, Router configuration, Firewall management, Network monitoring, Technical documentation, User training
- **Awards/Activities:** Successfully reduced network latency by 25% through optimization strategies.
- **Awards/Activities:** Received Employee of the Month award for outstanding performance in network support.
- **Awards/Activities:** Led a project to upgrade the network infrastructure, resulting in a 40% increase in user productivity.
- **Languages:** English, Spanish, French