



MICHAEL ANDERSON

SENIOR NETWORK SUPPORT ANALYST

CONTACT

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- San Francisco, CA

SKILLS

- Network management
- Security protocols
- Performance optimization
- Team leadership
- Technical training
- Client relations

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER SCIENCE, STANFORD UNIVERSITY, 2014

ACHIEVEMENTS

- Increased overall network uptime to 99.9% through proactive maintenance.
- Awarded 'Best Team Leader' for exceptional performance in network management.
- Successfully led a project to integrate new security measures, resulting in zero breaches in 2 years.

PROFILE

Accomplished Network Support Analyst with over 8 years of experience in the telecommunications industry. Expert in managing large-scale network systems and ensuring their stability and security. Proven track record of improving network performance through strategic upgrades and troubleshooting complex issues. Possesses in-depth knowledge of various network protocols and technologies, including MPLS, BGP, and OSPF.

EXPERIENCE

SENIOR NETWORK SUPPORT ANALYST

Telecom Innovations LLC

2016 - Present

- Managed a team of 5 technicians to ensure timely resolution of network issues.
- Developed and implemented network security policies that reduced breaches by 50%.
- Optimized routing protocols, resulting in a 20% improvement in data transmission efficiency.
- Conducted training workshops for junior staff on advanced troubleshooting techniques.
- Collaborated with vendors to procure and test new networking equipment.
- Created comprehensive reports for management on network performance metrics.

NETWORK ENGINEER

ConnectNet Solutions

2014 - 2016

- Designed and implemented network solutions for various corporate clients.
- Performed regular maintenance on network systems to ensure optimal performance.
- Resolved hardware and software issues in a timely manner, enhancing client satisfaction.
- Monitored network traffic and identified potential security threats.
- Assisted in the migration of client networks to cloud-based solutions.
- Maintained detailed records of all network configurations and changes.