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EXPERTISE SKILLS

- Network troubleshooting
- VPN configuration
- User support
- Compliance management
- Technical documentation
- Team collaboration

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Bachelor of Science in Information Systems, University of Texas, 2016

REFERENCES

John Smith

Senior Manager, Tech Corp
john.smith@email.com

Sarah Johnson

Director, Innovation Labs
sarah.j@email.com

Michael Brown

VP Engineering, Solutions Inc
mbrown@email.com

MICHAEL ANDERSON

NETWORK SUPPORT ANALYST

Dynamic and resourceful Network Support Analyst with over 4 years of experience in a fast-paced financial services environment. Proven ability to manage and support critical network operations while ensuring compliance with industry regulations. Highly skilled in troubleshooting and resolving network issues quickly to minimize disruptions to business operations. Strong background in networking technologies, including TCP/IP, DNS, and DHCP.

PROFESSIONAL EXPERIENCE

FinanceTech Group

Mar 2018 - Present

Network Support Analyst

- Monitored network performance and resolved issues impacting business operations.
- Configured and maintained secure VPNs for remote staff and clients.
- Provided technical assistance to users, resulting in a 95% satisfaction rate.
- Documented network configurations and changes for compliance purposes.
- Collaborated with IT teams to implement network upgrades during off-peak hours.
- Assisted in the development of disaster recovery plans for network infrastructure.

Capital Markets Solutions

Dec 2015 - Jan 2018

Junior Network Administrator

- Supported daily operations of the corporate network and systems.
- Resolved connectivity issues for end users to ensure minimal downtime.
- Participated in network security audits and compliance checks.
- Assisted with network documentation and reporting for management.
- Engaged in continuous learning on emerging networking technologies.
- Helped implement a new ticketing system that improved response times by 20%.

ACHIEVEMENTS

- Successfully implemented a new monitoring system that reduced incident response times by 40%.
- Recognized for outstanding performance with a 'Star Employee' award.
- Played a key role in achieving 100% compliance during a major audit.