MA

📞 (555) 234-5678

✉️ michael.anderson@email.com

📍 San Francisco, CA

🌐 www.michaelanderson.com

SKILLS

- Network management
- User training
- Technical support
- Compliance documentation
- Problem-solving
- Collaboration

EDUCATION

BACHELOR OF SCIENCE IN EDUCATION TECHNOLOGY, UNIVERSITY OF MICHIGAN, 2018

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Improved network reliability, achieving a 98% uptime during the academic year.
- Received recognition for outstanding service in IT support from the administration.
- Contributed to the successful migration of educational resources to a cloud-based platform.

Michael Anderson

NETWORK SUPPORT ANALYST

Results-driven Network Support Analyst with a strong background in the education sector, leveraging over 3 years of experience in academic network management. Proficient in ensuring reliable connectivity for both staff and students while implementing innovative solutions to enhance learning environments. Skilled at troubleshooting and resolving network issues swiftly to minimize disruptions and maintain optimal performance.

EXPERIENCE

NETWORK SUPPORT ANALYST
Academy of Learning
2016 - Present

- Managed network infrastructure for a campus of over 1,000 users, ensuring reliable connectivity.
- Provided technical support and training to faculty and students on network usage.
- Resolved network issues within an average response time of 15 minutes.
- Collaborated with IT teams to implement new technologies to enhance learning.
- Documented network configurations and user access for compliance.
- Assisted in the development of the school's disaster recovery plan.

IT SUPPORT ASSISTANT
Local Community College
2014 - 2016

- Provided first-level support for network and connectivity issues for students and staff.
- Monitored network performance and assisted in troubleshooting efforts.
- Documented incidents and solutions for knowledge base improvement.
- Supported hardware and software installations related to networking.
- Participated in training sessions for users on network best practices.
- Assisted in managing user accounts and permissions for network access.