MICHAEL ANDERSON

Network Support Analyst

Innovative Network Support Analyst with 7 years of experience in the retail sector, specializing in implementing and maintaining network systems that enhance operational efficiency. Proven ability to analyze network performance and identify areas for improvement, resulting in increased sales and customer satisfaction. Skilled in managing vendor relationships and negotiating contracts for network services and equipment.

📇 CONTACT

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- 📍 San Francisco, CA

🎓 EDUCATION

Bachelor of Science in Business Administration

University of Washington
2015

⭐ SKILLS

- Network management
- Vendor negotiation
- Point-of-sale systems
- Customer support
- Performance analysis
- Staff training

🗣 LANGUAGES

- English
- Spanish
- French

💼 WORK EXPERIENCE

Network Support Analyst
Retail Innovations Corp.   2020-2023

- Managed the network infrastructure of over 20 retail locations, ensuring seamless operations.
- Conducted regular performance assessments and implemented improvements to increase efficiency.
- Provided support for point-of-sale systems, enhancing transaction speed by 25%.
- Trained staff on new networking technologies and best practices.
- Documented network changes and maintained compliance records for audits.
- Collaborated with vendors to negotiate service contracts, reducing costs by 15%.

IT Support Specialist
MegaMart   2019-2020

- Provided technical support for network and system issues at retail locations.
- Assisted in the installation and configuration of new networking equipment.
- Monitored network performance to ensure optimal functioning of systems.
- Resolved customer complaints related to network issues in a timely manner.
- Participated in training sessions for staff on the use of networking tools.
- Documented incidents and solutions for continual improvement.

⭐ ACHIEVEMENTS

- Increased network reliability, achieving a 99% uptime during peak retail seasons.
- Received 'Employee of the Year' award for outstanding contributions to network efficiency.
- Successfully implemented a new inventory management system that reduced discrepancies by 30%.