

MICHAEL ANDERSON

Network Support Analyst

- San Francisco, CA
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Proactive Network Support Analyst with 5 years of experience in the manufacturing sector, specializing in optimizing network systems for production efficiency. Proven track record of implementing solutions that enhance system performance and reduce downtime. Strong understanding of industrial network protocols and machinery connectivity. Committed to maintaining high standards of safety and compliance while supporting operational needs.

WORK EXPERIENCE

Network Support Analyst | Manufacturing Solutions Inc.

Jan 2022 – Present

- Monitored and maintained network systems for a large manufacturing facility.
- Conducted performance assessments to identify and rectify inefficiencies.
- Collaborated with engineering teams to implement network solutions for machinery.
- Documented network configurations and changes to ensure compliance.
- Provided training to staff on network best practices and safety protocols.
- Assisted in the development of disaster recovery plans for network systems.

IT Technician | Industrial Tech Corp.

Jul 2019 – Dec 2021

- Supported daily IT operations, focusing on network and connectivity issues.
- Monitored performance of network systems and assisted in troubleshooting.
- Documented incidents and resolutions to improve future responses.
- Assisted in the installation and configuration of networking hardware.
- Collaborated with engineering staff to enhance system performance.
- Participated in safety audits related to network infrastructure.

SKILLS

Network optimization

Industrial protocols

Performance assessment

Compliance documentation

Staff training

Collaboration

EDUCATION

Bachelor of Science in Engineering Technology

2014

Purdue University

ACHIEVEMENTS

- Successfully reduced network downtime by 35% through proactive maintenance efforts.
- Recognized with a safety excellence award for outstanding compliance practices.
- Increased overall production efficiency by implementing a new network solution.

LANGUAGES

English

Spanish

French