



MICHAEL ANDERSON

Network Support Engineer

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SUMMARY

Dedicated Network Support Engineer with over 8 years of experience in managing network infrastructure for large organizations. Adept at troubleshooting complex network issues, optimizing performance, and ensuring security compliance. Proven track record of successfully implementing new technologies and improving network reliability. Skilled in configuring routers, switches, and firewalls, while also providing support for voice and data communications.

WORK EXPERIENCE

Network Support Engineer Tech Solutions Inc.

Jan 2023 - Present

- Managed daily operations of a 500+ device network infrastructure.
- Configured and maintained Cisco routers and switches to optimize performance.
- Implemented network monitoring tools to reduce downtime by 30%.
- Provided end-user support for network-related issues, achieving a 95% satisfaction rate.
- Developed and executed disaster recovery plans ensuring business continuity.
- Collaborated with IT security teams to enhance network security protocols.

Junior Network Technician Global Networks Ltd.

Jan 2020 - Dec 2022

- Assisted in the installation and configuration of network hardware.
 - Monitored network performance and reported issues to senior engineers.
 - Participated in network troubleshooting and resolution of connectivity issues.
 - Maintained documentation of network configurations and changes.
 - Supported end-users with connectivity issues, resolving 90% of queries on first contact.
 - Contributed to team meetings with suggestions for process improvements.
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EDUCATION

Bachelor of Science in Computer Networking - State University, 2015

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Cisco, Network Security, Troubleshooting, Routing Protocols, Performance Monitoring, Firewall Configuration
- **Awards/Activities:** Reduced network latency by 20% through optimization strategies.
- **Awards/Activities:** Awarded Employee of the Month for outstanding service in 2020.
- **Awards/Activities:** Successfully led a project to upgrade the entire network infrastructure.
- **Languages:** English, Spanish, French