MICHAEL ANDERSON

NETWORK SUPPORT ENGINEER

MA

CONTACT

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- michael.anderson@email.com
- San Francisco, CA

SKILLS

- Network Design
- WAN
- LAN
- VPN Configuration
- Troubleshooting
- Client Relations

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF TECHNOLOGY IN INFORMATION TECHNOLOGY - TECH UNIVERSITY, 2017

ACHIEVEMENTS

- Recognized as Employee of the Year for innovative solutions in 2021.
- Increased network efficiency by implementing new routing protocols.
- Successfully led a team to complete a major network upgrade on time and under budget.

PROFILE

Results-oriented Network Support Engineer with over 5 years of experience in the telecommunications industry, specializing in network design and implementation for high-availability systems. Skilled in deploying and managing WAN and LAN architectures, ensuring seamless connectivity and data flow. Expertise in troubleshooting hardware and software issues while maintaining high standards of network performance and security.

EXPERIENCE

NETWORK SUPPORT ENGINEER

Telecom Innovations

2016 - Present

- Designed and implemented network solutions for over 100 clients.
- Conducted regular network assessments to identify vulnerabilities.
- Managed WAN connections to ensure 99.9% uptime.
- Configured firewalls and VPNs to secure client data transmissions.
- Provided technical guidance during system migrations and upgrades.
- Trained junior staff on network management best practices.

NETWORK ADMINISTRATOR

Citywide Communications

2014 - 2016

- Administered network infrastructure for a mid-sized telecom provider.
- Monitored network performance using advanced diagnostic tools.
- Resolved connectivity issues, improving customer satisfaction by 25%.
- Documented network configurations and changes in compliance with standards.
- Collaborated with vendors for hardware procurement and support.
- Developed training materials for new hires on network systems.