



Michael

ANDERSON

NETWORK SUPPORT ENGINEER

Detail-oriented Network Support Engineer with a strong background in IT support and network administration. Over 6 years of experience in managing and troubleshooting network systems for educational institutions. Adept at providing technical support to faculty and students, ensuring reliable connectivity for academic activities. Skilled in configuring routers and switches, as well as implementing security measures to protect sensitive information.

CONTACT

- 📞 (555) 234-5678
- ✉️ michael.anderson@email.com
- 🌐 www.michaelanderson.com
- 📍 San Francisco, CA

SKILLS

- Technical Support
- Network Administration
- Troubleshooting
- Documentation
- Training
- Collaboration

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF SCIENCE IN
INFORMATION TECHNOLOGY -
UNIVERSITY OF LEARNING, 2017**

ACHIEVEMENTS

- Achieved a 98% satisfaction rate in user support feedback surveys.
- Implemented a new ticketing system that improved response times.
- Recognized for outstanding service during peak academic periods.

WORK EXPERIENCE

NETWORK SUPPORT ENGINEER

City University

2020 - 2025

- Provided technical support for network infrastructure across multiple campuses.
- Configured and maintained network equipment to ensure reliable connectivity.
- Assisted in the deployment of new technologies to enhance learning experiences.
- Monitored network performance and resolved issues promptly.
- Conducted training sessions for staff on network usage and best practices.
- Developed documentation for network configurations and policies.

IT SUPPORT SPECIALIST

Tech Academy

2015 - 2020

- Provided first-level support for network and IT-related issues.
- Troubleshoot hardware and software problems effectively.
- Assisted in the setup and maintenance of computer labs.
- Documented support requests and resolutions in the ticketing system.
- Coordinated with IT staff for system upgrades and maintenance.
- Ensured compliance with IT policies and security standards.