

MICHAEL ANDERSON

Network Support Engineer

- San Francisco, CA
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Enthusiastic Network Support Engineer with a year of experience in providing technical support and maintaining network systems for small to medium-sized businesses. Possesses a strong foundation in network troubleshooting, configuration, and security. Eager to learn and adapt to new technologies, with a keen interest in expanding knowledge in cloud networking and cybersecurity.

WORK EXPERIENCE

Network Support Engineer | SmallBiz Networks

Jan 2022 – Present

- Assisted in the setup and configuration of client network systems.
- Troubleshoot network connectivity issues and provided timely resolutions.
- Maintained documentation of network configurations and changes.
- Monitored network performance and suggested improvements.
- Provided user training on network best practices and security.
- Collaborated with senior engineers on network upgrades.

IT Intern | Tech StartUp

Jul 2019 – Dec 2021

- Supported the IT team in troubleshooting hardware and software issues.
- Assisted in the installation of networking equipment for clients.
- Documented support requests and resolutions in the ticketing system.
- Participated in team meetings to discuss project progress and challenges.
- Learned about best practices in network security and management.
- Conducted research on emerging networking technologies.

SKILLS

Network Troubleshooting

Configuration

Client Support

Documentation

Team Collaboration

Learning Agility

EDUCATION

Bachelor of Science in Computer Science - University of Innovation

2015 – 2019

2022

ACHIEVEMENTS

- Successfully completed network configuration for 15 client sites within deadlines.
- Received positive feedback from clients for prompt support.
- Contributed to a project that improved overall client satisfaction ratings.

LANGUAGES

English

Spanish

French