MA

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🌐 www.michaelanderson.com

SKILLS

- Educational Technology
- Network Infrastructure
- User Support
- Training
- Documentation
- Collaboration

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY, UNIVERSITY OF EDUCATION

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Increased overall network uptime to 99.8% through proactive management.
- Received 'Excellence in Service Award' for outstanding support to faculty and students.
- Successfully led a project that improved digital resource accessibility by 25%.

Michael Anderson

NETWORK ENGINEER

Dedicated Network Systems Engineer with a passion for educational technology and over 6 years of experience in enhancing network systems within academic institutions. My work has focused on implementing reliable and secure networking solutions that support the educational mission of schools and universities. I possess a strong foundation in both hardware and software networking technologies, which enables me to address the unique challenges faced by educational environments.

EXPERIENCE

NETWORK ENGINEER

TechEd Solutions

2016 - Present

- Designed and implemented network infrastructure for multiple educational facilities, enhancing connectivity by 40%.
- Collaborated with faculty to integrate technology into the classroom, improving student engagement.
- Conducted training sessions for staff on the use of network resources and tools.
- Monitored network performance and provided support to resolve issues promptly.
- Implemented security measures to protect sensitive student data.
- Developed documentation and manuals for network systems to aid in user training.

IT SUPPORT TECHNICIAN

Local University

2014 - 2016

- Provided technical support for network-related issues, enhancing user satisfaction by 30%.
- Assisted in the setup and maintenance of network equipment across campus.
- Documented troubleshooting procedures for future reference.
- Participated in network upgrades that improved system reliability.
- Coordinated with vendors for timely procurement of networking hardware.
- Supported online learning initiatives by ensuring reliable network access.