MICHAEL ANDERSON

Network Technician

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SUMMARY

Dedicated Network Technician with over 5 years of experience in maintaining and troubleshooting various networks for both corporate and educational institutions. Possesses a strong background in network design, implementation, and management, ensuring optimal performance and reliability. Adept at working in fast-paced environments, collaborating with IT teams to devise effective solutions for complex network issues.

WORK EXPERIENCE

Network Technician Tech Solutions Inc.   *Jan 2023 - Present*

- Managed and supported a network infrastructure for over 500 users.
- Implemented VLANs to segment network traffic, improving performance.
- Conducted regular network audits, identifying and resolving vulnerabilities.
- Collaborated with software engineers to ensure seamless integration of networked applications.
- Optimized server performance, reducing downtime by 25%.
- Provided training sessions for staff on network security best practices.

Junior Network Technician City College   *Jan 2020 - Dec 2022*

- Assisted in the setup and configuration of campus-wide Wi-Fi networks.
- Monitored network traffic and performance using Wireshark and SolarWinds.
- Resolved end-user connectivity issues, improving satisfaction by 30%.
- Supported the installation of new hardware and software across departments.
- Documented network configurations and updates for future reference.
- Participated in disaster recovery drills to ensure system reliability.

EDUCATION

Bachelor of Science in Computer Networking, State University   *Sep 2019 - Oct 2020*

ADDITIONAL INFORMATION

- **Technical Skills:** Network design, Troubleshooting, VLAN configuration, Firewall management, Wireshark, SolarWinds
- **Awards/Activities:** Increased network uptime from 92% to 99.5% within one year.
- **Awards/Activities:** Received Employee of the Month award for outstanding technical support.
- **Awards/Activities:** Successfully led a team project to upgrade the entire network infrastructure.
- **Languages:** English, Spanish, French