MA

Phone: (555) 234-5678

Email: michael.anderson@email.com

Address: San Francisco, CA

Website: www.michaelanderson.com

EXPERTISE SKILLS

- Technical support
- Network assessment
- Client relationships
- Router configuration
- Helpdesk software
- Security protocols

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Certificate in Network Technology, Technical Institute

REFERENCES

John Smith
Senior Manager, Tech Corp
john.smith@email.com

Sarah Johnson
Director, Innovation Labs
sarah.j@email.com

Michael Brown
VP Engineering, Solutions Inc
mbrown@email.com

MICHAEL ANDERSON

NETWORK TECHNICIAN

Ambitious Network Technician with a passion for technology and a commitment to providing excellent IT support. Adept at working in high-pressure environments, solving complex networking issues, and ensuring seamless connectivity for users. Experienced in both corporate and freelance settings, offering a unique perspective on network challenges. Focused on continuous learning, currently pursuing certifications to enhance technical skills further.

PROFESSIONAL EXPERIENCE

Freelance IT Solutions   *Mar 2018 - Present*
Network Technician

- Provided on-site technical support for small businesses and home offices.
- Installed and configured routers and switches for optimal performance.
- Developed customized network solutions based on client needs.
- Conducted comprehensive network assessments to identify vulnerabilities.
- Maintained strong client relationships, leading to a 90% referral rate.
- Implemented security protocols to protect client data and networks.

Local Tech Support   *Dec 2015 - Jan 2018*
IT Support Technician

- Assisted end-users with network connectivity issues, achieving a 95% resolution rate.
- Documented and tracked support tickets using helpdesk software.
- Conducted training for clients on best practices for network use.
- Participated in system upgrades and installations.
- Provided feedback on user experiences to improve service offerings.
- Collaborated with senior technicians on complex troubleshooting tasks.

ACHIEVEMENTS

- Achieved a 100% customer satisfaction rating in freelance projects.
- Recognized for outstanding service in tech support roles.
- Successfully completed multiple networking certifications in one year.