



MICHAEL ANDERSON

Senior NOC Engineer

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SUMMARY

Results-driven NOC Engineer with over 8 years of experience in managing network operations, ensuring uptime and performance optimization for enterprise-level systems. Skilled in troubleshooting complex network issues, implementing monitoring solutions, and collaborating with cross-functional teams to enhance service delivery. Proven track record of successfully reducing incident response times by implementing effective monitoring tools and processes.

WORK EXPERIENCE

Senior NOC Engineer Tech Solutions Inc.

Jan 2023 - Present

- Managed a 24/7 operations center, ensuring network reliability and performance monitoring.
- Led a team of 5 engineers in diagnosing and resolving network outages, achieving a 30% reduction in downtime.
- Developed and implemented network monitoring protocols using SolarWinds, increasing incident detection speed by 40%.
- Collaborated with IT teams to upgrade network infrastructure, resulting in improved service delivery.
- Conducted training sessions for junior staff on best practices in network management and incident response.
- Generated detailed reports on network performance metrics for upper management review.

NOC Engineer Global Network Services

Jan 2020 - Dec 2022

- Monitored network traffic and performance metrics using Nagios, ensuring optimal service levels.
 - Assisted in troubleshooting and resolving network issues, decreasing average resolution time by 25%.
 - Maintained documentation of network configurations and changes, improving knowledge sharing among teams.
 - Participated in on-call rotations, providing after-hours support for critical incidents.
 - Coordinated with external vendors for hardware upgrades and maintenance, enhancing network capabilities.
 - Implemented routine network health checks, identifying potential issues before they became critical.
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EDUCATION

Bachelor of Science in Information Technology, State University, 2015

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Network Monitoring, Incident Management, Troubleshooting, Team Leadership, Documentation, Performance Optimization
- **Awards/Activities:** Reduced network downtime from 5% to 1% over two years through proactive monitoring.
- **Awards/Activities:** Recognized as 'Employee of the Month' three times for outstanding performance in incident resolution.
- **Awards/Activities:** Successfully led a project to upgrade network security protocols, enhancing data protection.
- **Languages:** English, Spanish, French