MA

MICHAEL ANDERSON

NOC ENGINEER

CONTACT

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- San Francisco, CA

SKILLS

- Network Monitoring
- Incident Response
- Problem Solving
- Documentation
- Team Collaboration
- Technical Support

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER SCIENCE, TECH UNIVERSITY, 2015

ACHIEVEMENTS

- Improved incident response time by 15% through the implementation of a new tracking system.
- Successfully reduced customer complaints regarding network outages by 30% within one year.
- Received commendation for outstanding teamwork and communication during network upgrades.

PROFILE

Dedicated NOC Engineer with 5 years of experience in the telecommunications industry, specializing in network performance monitoring and incident management. Proven ability to analyze network issues and implement effective solutions to enhance uptime and reliability. Expertise in using various network management tools, including PRTG and Wireshark, to identify bottlenecks and improve overall service quality.

EXPERIENCE

NOC ENGINEER

Telecom Innovations

2016 - Present

- Monitored network performance and reliability, ensuring compliance with SLAs.
- Utilized PRTG to track real-time network data and identify performance issues.
- Collaborated with engineering teams to resolve complex network incidents, reducing resolution times by 20%.
- Documented network configurations and changes for future reference and compliance.
- Participated in routine maintenance and upgrades to network infrastructure.
- Provided training to new team members on tools and procedures.

JUNIOR NOC ENGINEER

Broadband Networks Ltd.

2014 - 2016

- Assisted in monitoring network operations, reporting performance metrics to senior staff.
- Engaged in troubleshooting efforts to resolve user-reported network issues.
- Maintained logs of incidents and responses, contributing to knowledge base improvements.
- Supported network upgrades by conducting pre- and post-implementation tests.
- Maintained accurate documentation of network changes and incidents.
- Participated in team meetings to discuss performance improvements and incident trends.