

MICHAEL ANDERSON

NOC Engineer

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Experienced NOC Engineer with 9 years in the retail sector, focusing on network performance and security for e-commerce platforms. Strong background in monitoring and maintaining network operations to support high-traffic online environments. Expertise in using network monitoring tools like Nagios and Zabbix to analyze traffic and identify potential issues before they affect service delivery.

WORK EXPERIENCE

NOC Engineer | Retail Network Solutions

Jan 2022 – Present

- Monitored network performance for e-commerce platforms, ensuring high availability.
- Utilized Nagios for real-time network monitoring and incident detection.
- Collaborated with IT security teams to implement data protection measures.
- Analyzed traffic patterns to identify and address potential bottlenecks.
- Documented network configurations and changes for compliance and audit purposes.
- Participated in incident response drills to improve team readiness.

Network Support Technician | E-Commerce Tech Corp.

Jul 2019 – Dec 2021

- Assisted in monitoring network operations for online retail systems.
- Engaged in troubleshooting efforts for network incidents affecting service delivery.
- Maintained logs of incidents and responses for knowledge sharing and improvement.
- Supported network upgrades and maintenance activities under senior supervision.
- Participated in training sessions to enhance technical skills.
- Contributed to post-incident reviews to identify opportunities for process improvements.

SKILLS

Network Monitoring

E-Commerce Systems

Incident Management

Documentation

Team Collaboration

Security Protocols

EDUCATION

Bachelor of Science in Information Technology

2013

Business University

ACHIEVEMENTS

- Improved network response times by 15% through proactive monitoring and adjustments.
- Received 'Top Performer' award for outstanding incident resolution during peak sales periods.
- Successfully led a training initiative for new team members on network operations.

LANGUAGES

English

Spanish

French