



Michael

ANDERSON

PRODUCTION SUPPORT ENGINEER

Enthusiastic Production Support Engineer with 4 years of experience in the telecommunications industry. Specializes in supporting and optimizing network applications and services. Demonstrates strong troubleshooting abilities and a passion for improving system performance. Experienced in working with cross-functional teams to address and resolve production issues. Committed to delivering high-quality customer service and maintaining system reliability.

CONTACT

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- 📍 San Francisco, CA

SKILLS

- Network Applications
- Troubleshooting
- Customer Service
- Monitoring Tools
- Team Collaboration
- Documentation

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN NETWORK ENGINEERING, TECHNICAL INSTITUTE

ACHIEVEMENTS

- Developed a troubleshooting guide that improved resolution times by 20%.
- Received 'Outstanding Service Award' for exceptional client support.
- Implemented new monitoring procedures that enhanced system reliability.

WORK EXPERIENCE

PRODUCTION SUPPORT ENGINEER

Telecom Services LLC

2020 - 2025

- Monitored network applications and services, ensuring optimal performance and availability.
- Utilized network monitoring tools to identify and resolve issues in real-time.
- Collaborated with engineering teams to facilitate smooth deployments of new features.
- Documented incidents and resolutions to enhance team knowledge base.
- Provided on-call support for critical incidents after hours.
- Achieved a 15% reduction in downtime through proactive maintenance strategies.

TECHNICAL SUPPORT SPECIALIST

Network Solutions Inc.

2015 - 2020

- Assisted in troubleshooting network-related issues for clients and internal users.
- Provided technical support via phone and email, ensuring timely resolution of inquiries.
- Documented support requests and resolutions in the ticketing system.
- Participated in training sessions to enhance technical skills and product knowledge.
- Engaged with customers to gather feedback and improve support processes.
- Recognized for excellent customer service and support efficiency.