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SKILLS

- Network Configuration
- Telecommunications Software
- User Support
- Technical Troubleshooting
- System Monitoring
- Documentation

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER SCIENCE FROM TECH UNIVERSITY, 2014

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Developed a troubleshooting guide that improved ticket resolution times by 30%.
- Recognized for excellence in service delivery at the annual company awards.
- Led a project to streamline IT processes that resulted in a 15% increase in efficiency.

Michael Anderson

SYSTEMS SUPPORT ANALYST

Proactive Systems Support Analyst with over 6 years of experience in the telecommunications industry. Demonstrated ability to troubleshoot complex system issues and support large-scale IT operations. Skilled in managing network configurations, performing system upgrades, and collaborating with cross-functional teams. Strong understanding of telecommunications software and hardware, with a commitment to continuous improvement and user satisfaction.

EXPERIENCE

SYSTEMS SUPPORT ANALYST

Telecom Solutions Co.

2016 - Present

- Provided support for network systems, achieving a 99% resolution rate for technical issues.
- Assisted in the deployment of new telecommunications software, ensuring a seamless transition.
- Conducted training for staff on software updates, improving user efficiency by 25%.
- Monitored system performance and developed reports that identified areas for improvement.
- Collaborated with engineering teams to troubleshoot hardware failures, reducing downtime.
- Maintained comprehensive documentation for system processes and procedures.

IT SUPPORT TECHNICIAN

Global Telecom Inc.

2014 - 2016

- Troubleshoot and resolved issues for over 400 users in a high-demand environment.
- Assisted in the maintenance of telecommunications hardware to ensure optimal performance.
- Participated in the testing of new software releases, providing critical feedback for improvements.
- Created training materials and resources for employee onboarding, enhancing productivity.
- Worked closely with vendors to resolve technical issues, maintaining strong partnerships.
- Provided on-call support during critical service outages, ensuring minimal impact on operations.