



MICHAEL ANDERSON

UC ENGINEER

CONTACT

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SKILLS

- VoIP
- Video Conferencing
- User Support
- Training
- Network Management
- Documentation

LANGUAGES

- English
- Spanish
- French

EDUCATION

**MASTER OF EDUCATION IN
EDUCATIONAL TECHNOLOGY, 2017**

ACHIEVEMENTS

- Implemented a communication system that improved student-teacher interaction by 35%.
- Recognized for excellence in service delivery by the school's administration.
- Developed a training program that enhanced user proficiency in communication tools.

PROFILE

Results-driven Unified Communications Engineer with extensive experience in enhancing communication systems for educational institutions. Focused on implementing innovative solutions that facilitate effective learning environments. Proven track record in supporting faculty and administrative staff with communication needs, ensuring seamless connectivity across campus. Strong technical skills in managing and optimizing communication platforms, with a commitment to fostering collaboration among students and educators.

EXPERIENCE

UC ENGINEER

City University

2016 - Present

- Developed and managed a campus-wide VoIP system, improving communication efficiency by 40%.
- Trained faculty and staff on new communication tools and features.
- Managed video conferencing systems for online lectures and meetings.
- Worked with IT department to ensure secure and reliable communication channels.
- Conducted assessments of communication needs and provided tailored solutions.
- Created user-friendly guides and documentation for all communication tools.

IT SUPPORT SPECIALIST

Local High School

2014 - 2016

- Assisted in the implementation of a new communication platform for teachers and administrators.
- Provided technical support and training for communication software.
- Monitored system performance and addressed issues as they arose.
- Collaborated with vendors to resolve hardware and software challenges.
- Documented issues and solutions to enhance future support efforts.
- Engaged with the school community to gather feedback on communication tools.