MICHAEL ANDERSON

Senior Voice Network Engineer

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SUMMARY

Dynamic Voice Network Engineer with over 8 years of experience in designing, implementing, and maintaining voice communication systems. Adept at managing complex network environments and ensuring high availability of VoIP services. Proven track record in enhancing operational efficiency through innovative solutions and strategic planning. Experienced in troubleshooting voice network issues and optimizing performance for large-scale enterprises.

WORK EXPERIENCE

Senior Voice Network Engineer Tech Innovations Inc.   *Jan 2023 - Present*

- Designed and implemented a robust VoIP system that increased call quality by 30%.
- Managed a team of 5 engineers in the deployment of a new SIP trunking service.
- Configured and optimized Cisco Unified Communications Manager for scalability.
- Conducted regular performance assessments, leading to a 20% reduction in latency.
- Collaborated with telecom providers to ensure seamless integration of services.
- Developed comprehensive documentation for network architecture and standards.

Voice Network Engineer Global Communications Corp.   *Jan 2020 - Dec 2022*

- Implemented VoIP solutions for over 200 client sites, enhancing communication efficiency.
- Performed troubleshooting and maintenance of voice systems, achieving 98% uptime.
- Utilized Wireshark and other tools to diagnose and resolve network issues quickly.
- Trained junior engineers on best practices for VoIP network management.
- Developed scripts to automate monitoring of network performance metrics.
- Supported the migration of legacy systems to modern VoIP platforms.

EDUCATION

Bachelor of Science in Computer Networking, State University   *Sep 2019 - Oct 2020*

ADDITIONAL INFORMATION

- **Technical Skills:** VoIP, SIP, Cisco Unified Communications, Network Security, Troubleshooting, Project Management
- **Awards/Activities:** Received 'Engineer of the Year' award for outstanding contributions to VoIP projects.
- **Awards/Activities:** Improved voice network efficiency by implementing a new monitoring system.
- **Awards/Activities:** Successfully reduced operational costs by 15% through strategic vendor negotiations.
- **Languages:** English, Spanish, French