

MICHAEL ANDERSON

Voice Network Project Manager

- San Francisco, CA
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Detail-oriented Voice Network Engineer with 9 years of experience in designing and managing voice systems within large organizations. Expertise in VoIP technologies and a strong understanding of network infrastructure. Proven ability to lead projects from conception to implementation, ensuring alignment with business goals. Excellent troubleshooting skills and a commitment to maintaining high service standards.

WORK EXPERIENCE

Voice Network Project Manager | Prime Voice Solutions

Jan 2022 – Present

- Managed end-to-end delivery of voice network projects, coordinating with multiple teams.
- Conducted risk assessments to identify and mitigate potential project challenges.
- Oversaw the implementation of VoIP solutions for over 400 users across multiple locations.
- Facilitated training sessions for staff on new communication tools and systems.
- Evaluated project outcomes to inform future initiatives and improvements.
- Maintained project documentation to ensure compliance and knowledge sharing.

Voice Network Engineer | Unified Networks Ltd.

Jul 2019 – Dec 2021

- Designed and configured VoIP systems to improve organizational communication.
- Collaborated with cross-functional teams to align voice solutions with business strategies.
- Monitored voice network performance and implemented enhancements as needed.
- Provided technical support and troubleshooting for voice-related issues.
- Created comprehensive network documentation for future reference.
- Participated in vendor selection and negotiations for voice services.

SKILLS

Project Management

VoIP

Risk Assessment

Technical Support

Team Collaboration

Documentation

EDUCATION

Master of Business Administration

2015 – 2019

University of Business

ACHIEVEMENTS

- Successfully led a voice network project that increased efficiency by 30%.
- Received recognition for outstanding project management skills from senior leadership.
- Achieved a significant reduction in operational costs through effective resource management.

LANGUAGES

English

Spanish

French