

MICHAEL ANDERSON

VoIP Support Engineer

- San Francisco, CA
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Highly skilled VoIP Engineer with over 4 years of experience in implementing VoIP solutions in fast-paced tech environments. I have a strong foundation in network engineering and a keen ability to adapt to new technologies. My experience involves working with both cloud-based and on-premises VoIP systems, ensuring seamless connectivity and high-quality voice services.

WORK EXPERIENCE

VoIP Support Engineer | Innovative Tech Solutions

Jan 2022 – Present

- Provided technical support for VoIP systems, achieving a 98% satisfaction rating from clients.
- Configured and maintained VoIP hardware and software for multiple clients.
- Monitored system performance and implemented troubleshooting procedures.
- Documented all support interactions to improve service quality.
- Collaborated with the development team to enhance VoIP features based on client feedback.
- Conducted training sessions for end-users, increasing system adoption rates.

Junior VoIP Engineer | NextGen Communications

Jul 2019 – Dec 2021

- Assisted in the deployment of VoIP solutions for small businesses, focusing on user experience.
- Performed routine maintenance and updates on VoIP systems to ensure reliability.
- Provided on-site support, enhancing customer satisfaction.
- Helped create user documentation for new VoIP features.
- Participated in team discussions to improve system performance.
- Maintained a log of technical issues and resolutions for reference.

SKILLS

VoIP Systems

Technical Support

User Training

Network Engineering

Performance Monitoring

Documentation

EDUCATION

Bachelor of Science in Telecommunications

2015 – 2019

University

ACHIEVEMENTS

- Successfully improved user satisfaction scores by 25% through effective support.
- Played a key role in a project that enhanced VoIP system reliability by 15%.
- Recognized for outstanding service during a major system upgrade.

LANGUAGES

English

Spanish

French