



# MICHAEL ANDERSON

## WAN SPECIALIST

### CONTACT

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- San Francisco, CA

### SKILLS

- Cisco ASA
- Firewall Management
- VPN
- Routing Protocols
- Network Monitoring
- Technical Support

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

**BACHELOR OF SCIENCE IN  
INFORMATION TECHNOLOGY, STATE  
UNIVERSITY**

### ACHIEVEMENTS

- Recognized for outstanding performance with a 'Team Player' award during the annual review.
- Successfully led a project to upgrade network infrastructure, resulting in a 30% performance boost.
- Achieved a 95% satisfaction rate in user experience surveys post-implementation of new systems.

### PROFILE

With over 5 years of experience as a Wide Area Network Engineer, I have cultivated a robust skill set in WAN technologies across multiple sectors, especially in education and non-profit organizations. My expertise lies in designing resilient network infrastructures that enhance connectivity and facilitate effective communication. Throughout my career, I have been instrumental in deploying solutions that cater to specific organizational needs, ensuring optimal performance and security.

### EXPERIENCE

#### WAN SPECIALIST

##### ConnectED Networks

*2016 - Present*

- Engineered a robust WAN solution for a district-wide educational network, enhancing student connectivity.
- Implemented security protocols to safeguard sensitive data across the network.
- Trained staff on network tools and technologies, improving overall team proficiency.
- Monitored and resolved network performance issues, achieving a 40% increase in user satisfaction.
- Conducted regular network assessments to identify and mitigate risks.
- Collaborated with vendors to maintain hardware and software necessary for network operations.

#### NETWORK TECHNICIAN

##### Community Services Organization

*2014 - 2016*

- Supported the installation and configuration of WAN devices to connect remote offices.
- Assisted in troubleshooting network issues, reducing downtime by 25%.
- Created network documentation for systems and procedures, enhancing team workflow.
- Engaged with stakeholders to gather requirements for network enhancements.
- Implemented backup solutions to ensure data integrity across the WAN.
- Participated in the development of disaster recovery plans for network services.