

# MICHAEL ANDERSON

WAN Engineer

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A results-oriented Wide Area Network Engineer with 4 years of experience in the retail sector, I specialize in creating reliable and efficient WAN solutions for retail operations. My professional journey started as an intern in a retail technology department, where I developed a keen interest in network management. I have since grown to design and implement network infrastructures that support point-of-sale systems and inventory management across multiple locations.

## WORK EXPERIENCE

### WAN Engineer | Retail Tech Solutions

Jan 2022 – Present

- Designed WAN infrastructures for over 50 retail locations, optimizing connectivity for sales operations.
- Implemented network monitoring solutions that reduced downtime by 30% during peak hours.
- Collaborated with IT teams to integrate new POS systems into existing networks.
- Conducted training sessions for staff on network troubleshooting and management.
- Engaged in vendor negotiations to procure necessary network hardware.
- Performed regular assessments of network performance to enhance reliability.

### Network Support Technician | SuperMart Retailers

Jul 2019 – Dec 2021

- Assisted in the setup and maintenance of WAN solutions for retail operations.
- Troubleshoot network issues, achieving a 25% reduction in service interruptions.
- Maintained documentation for network configurations and procedures.
- Collaborated with store managers to understand network needs and deliver solutions.
- Participated in security assessments to protect customer data on the network.
- Supported the integration of new technologies to improve operational efficiency.

## SKILLS

WAN Design

Retail Technology

Network Monitoring

Troubleshooting

Vendor Management

Customer Support

## EDUCATION

### Bachelor of Science in Information Technology

2015 – 2019

Business University

## ACHIEVEMENTS

- Improved network uptime by 40% through effective monitoring and maintenance.
- Recognized for exceptional service with a 'Customer Excellence' award.
- Successfully led a project to upgrade network hardware, increasing efficiency by 20%.

## LANGUAGES

English

Spanish

French