



# MICHAEL ANDERSON

## Senior WiFi Network Engineer

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### SUMMARY

Results-driven WiFi Network Engineer with over 8 years of experience in designing, implementing, and optimizing wireless networks in high-demand environments. Adept at conducting site surveys and analyzing network performance metrics to enhance connectivity and efficiency. Proven track record in managing complex projects from conception to deployment while ensuring adherence to industry standards.

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### WORK EXPERIENCE

#### Senior WiFi Network Engineer Tech Solutions Inc.

Jan 2023 - Present

- Designed and implemented a robust WiFi network for a 100,000 sq. ft. corporate campus, resulting in a 40% increase in network performance.
- Conducted comprehensive site surveys to determine optimal access point placement, reducing dead zones by 30%.
- Collaborated with IT teams to integrate WiFi network solutions with existing infrastructure, enhancing overall system reliability.
- Managed a team of 5 engineers in deploying a new city-wide public WiFi project, resulting in over 10,000 active users.
- Utilized advanced network monitoring tools to analyze traffic patterns and optimize bandwidth allocation.
- Provided training and support to clients on WiFi management best practices, improving client satisfaction ratings.

#### WiFi Network Engineer ConnectTech Services

Jan 2020 - Dec 2022

- Configured and deployed over 200 WiFi access points for various commercial clients, achieving 99% uptime.
  - Performed regular maintenance and updates on network equipment, which improved overall system performance.
  - Provided technical support and troubleshooting for network issues, ensuring rapid resolution of problems.
  - Documented network configurations and changes, maintaining up-to-date records for compliance and audits.
  - Assisted in the development of standard operating procedures for network installations and maintenance.
  - Engaged in customer consultations to tailor WiFi solutions that met specific business needs.
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### EDUCATION

#### Bachelor of Science in Computer Networking, University of Technology, 2015

Sep 2019 - Oct 2020

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### ADDITIONAL INFORMATION

- **Technical Skills:** WiFi design, network troubleshooting, project management, site surveying, customer support, performance optimization
- **Awards/Activities:** Received 'Employee of the Year' award for outstanding contributions to network reliability.
- **Awards/Activities:** Successfully led a project that resulted in a 50% reduction in network-related complaints.
- **Awards/Activities:** Increased customer satisfaction scores by 20% through effective communication and support.
- **Languages:** English, Spanish, French