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SKILLS

- Hospitality Networking
- Bandwidth Management
- User Experience
- Network Design
- Troubleshooting
- Team Leadership

EDUCATION

**BACHELOR OF SCIENCE IN HOSPITALITY
MANAGEMENT, HOTEL UNIVERSITY**

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Achieved a 40% increase in guest satisfaction ratings through improved network performance.
- Recognized for excellence in service delivery and innovation in wireless solutions.
- Developed a comprehensive wireless strategy that was adopted by multiple properties in the chain.

Michael Anderson

WIRELESS NETWORK MANAGER

I am an accomplished Wireless Network Engineer with 9 years of experience specializing in the hospitality industry. My career has focused on delivering high-quality wireless connectivity solutions for hotels and resorts, enabling guests to enjoy seamless internet access. I have a strong understanding of the unique challenges faced by the hospitality sector, including network security, bandwidth management, and user privacy.

EXPERIENCE

WIRELESS NETWORK MANAGER

Luxury Stay Resorts

2016 - Present

- Managed the deployment of high-density Wi-Fi networks across multiple resort properties, achieving 99% guest satisfaction rates.
- Worked closely with hotel management to develop custom network solutions that met operational needs.
- Implemented bandwidth management practices to optimize network performance for guests.
- Led a team in troubleshooting connectivity issues, resulting in reduced downtime.
- Developed and maintained comprehensive documentation of network configurations and policies.
- Conducted regular training for staff on best practices for wireless network usage and security.

WIRELESS ENGINEER

Comfort Inn & Suites

2014 - 2016

- Designed and deployed wireless networks for hotels, ensuring compliance with brand standards.
- Monitored network performance and implemented necessary adjustments to maintain optimal speeds.
- Troubleshoot and resolved guest connectivity issues promptly, enhancing user experiences.
- Collaborated with IT teams to integrate new wireless solutions into existing infrastructures.
- Prepared reports for management on network performance and guest feedback.
- Engaged with vendors to procure equipment and software for network installations.