

# Anna Wilson

Network Support Specialist

## ABOUT ME

### Network support specialist ensuring optimal system performance

A versatile IT professional with five years of experience troubleshooting networks and ensuring system uptime. Skilled in diagnosing connectivity issues and implementing efficient solutions.

## PROFESSIONAL EXPERIENCE

### Network Support Specialist

TechSecure Inc., New York, NY | January 2020 - Present

- Monitored and resolved network issues for 500+ endpoints, achieving a 98% resolution rate
- Configured network hardware for new office expansions, reducing setup times by 30%
- Conducted security checks, reducing vulnerability incidents by 25%

### Network Technician

SignalStream Technologies, New York, NY | June 2018 - January 2020

- Installed and maintained network infrastructure, ensuring a 99.5% uptime
- Assisted with upgrading network equipment, increasing data transmission speeds by 20%
- Trained junior staff in troubleshooting techniques, improving response times

## CONTACT INFORMATION



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New York, NY

## KEY SKILLS

- Network diagnostics
- LAN/WAN troubleshooting
- Router and switch configuration
- Security protocols
- Wireless network setup

## EDUCATION

### Associate of Science (A.S.) Network Technology

City College of New York, New York, NY  
May 2018