



MICHAEL ANDERSON

INFRASTRUCTURE OPERATIONS MANAGER

PROFILE

Dynamic Infrastructure Operations Manager with a solid foundation in IT service management and a demonstrated ability to drive operational excellence. Possessing over a decade of experience in developing and executing infrastructure strategies that align with organizational goals. Expertise in risk management and incident response, ensuring the resilience of IT services. Proficient in utilizing advanced analytics to inform decision-making and optimize resource allocation.

EXPERIENCE

INFRASTRUCTURE OPERATIONS MANAGER

Innovative Tech Solutions

2016 - Present

- Managed IT operations, achieving a 98% SLA compliance rate.
- Developed a comprehensive risk management framework that reduced incidents by 40%.
- Implemented ITIL best practices to streamline service delivery processes.
- Designed and executed capacity planning strategies, ensuring optimal resource utilization.
- Facilitated cross-departmental collaborations to align IT initiatives with business objectives.
- Conducted regular training workshops to enhance team knowledge of emerging technologies.

IT OPERATIONS SUPERVISOR

NextGen Systems

2014 - 2016

- Supervised a team of 12, achieving a 30% reduction in service resolution time.
- Led the implementation of a new ticketing system, improving user satisfaction by 25%.
- Managed vendor relationships to ensure quality service delivery.
- Conducted performance evaluations, resulting in targeted development plans for employees.
- Coordinated infrastructure upgrades, minimizing downtime during transitions.
- Developed a knowledge base that improved team efficiency by 15%.

CONTACT

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SKILLS

- IT Service Management
- Risk Assessment
- Incident Management
- Team Development
- Data Analytics
- Capacity Planning

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF INFORMATION SYSTEMS,
UNIVERSITY OF CALIFORNIA

ACHIEVEMENTS

- Awarded 'Employee of the Year' for exceptional performance in IT operations.
- Implemented initiatives that resulted in a 20% increase in operational efficiency.
- Recognized for outstanding contributions to the ITIL implementation project.