



MICHAEL ANDERSON

IT Incident Manager

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SUMMARY

Experienced IT Incident Manager with over 10 years in the technology sector, specializing in incident response and resolution. Proven ability to lead cross-functional teams and manage high-pressure situations effectively. My expertise lies in streamlining incident management processes to minimize downtime and enhance service delivery. I thrive in dynamic environments where quick decision-making is essential.

WORK EXPERIENCE

IT Incident Manager Tech Solutions Inc.

Jan 2023 - Present

- Led a team of 10 in incident management, reducing average resolution time by 30%.
- Implemented an automated ticketing system that improved incident tracking and reporting.
- Conducted regular training sessions for staff on incident management protocols.
- Collaborated with IT support teams to identify recurring issues and develop solutions.
- Monitored incidents and generated reports to inform senior management of trends.
- Facilitated post-incident reviews to enhance future response strategies.

Senior Support Analyst Global Tech Corp.

Jan 2020 - Dec 2022

- Managed support escalations, ensuring timely resolutions for critical incidents.
 - Developed and maintained incident management documentation and knowledge base.
 - Utilized ServiceNow for tracking incidents and performance metrics.
 - Engaged with stakeholders to gather feedback on incident management efficiency.
 - Participated in change management meetings to assess impact on service delivery.
 - Assisted in the coordination of disaster recovery exercises.
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EDUCATION

Bachelor of Science in Information Technology

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Incident Management, ITIL, ServiceNow, Problem Solving, Team Leadership, Communication
- **Awards/Activities:** Achieved a 95% satisfaction rate in post-incident surveys.
- **Awards/Activities:** Recognized for excellence in incident management at the annual company awards.
- **Awards/Activities:** Successfully led a project that reduced incident frequency by 20%.
- **Languages:** English, Spanish, French