

MICHAEL ANDERSON

IT Incident Manager

- San Francisco, CA
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Strategic IT Incident Manager with a deep understanding of software development processes and a focus on Agile methodologies. With over 10 years of experience in managing incidents in software development environments, I am adept at ensuring that incidents do not hinder project timelines or software quality. My experience includes working closely with development teams to identify potential risks and implement effective incident management strategies.

WORK EXPERIENCE

IT Incident Manager | Software Innovations LLC

Jan 2022 – Present

- Managed incidents in software development, ensuring minimal disruption to project timelines.
- Implemented Agile practices in incident management to enhance team collaboration.
- Facilitated daily stand-ups to monitor incident statuses and resolutions.
- Collaborated with development teams to identify and mitigate risks during sprints.
- Documented incidents and maintained a knowledge repository for reference.
- Conducted post-incident reviews to improve future incident handling processes.

Software Support Engineer | Tech Solutions Group

Jul 2019 – Dec 2021

- Assisted in managing incidents impacting software applications.
- Documented incidents and user feedback to enhance software quality.
- Collaborated with development teams to troubleshoot and resolve issues.
- Participated in Agile ceremonies to align on incident priorities.
- Engaged with users to communicate incident resolutions and updates.
- Contributed to the development of incident management best practices.

SKILLS

Incident Management

Agile Methodologies

Software Development

Team Collaboration

Communication

Problem Solving

EDUCATION

Bachelor of Science in Computer Science

2015 – 2019

University

ACHIEVEMENTS

- Improved incident resolution rates by 45% through process enhancements.
- Recognized for outstanding support during major software releases.
- Successfully led initiatives that reduced incident occurrences by 20%.

LANGUAGES

English

Spanish

French