



MICHAEL ANDERSON

IT Problem Management Analyst

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SUMMARY

Results-driven IT Problem Management Analyst with over 8 years of experience in identifying and resolving complex IT issues within the financial services sector. Proven track record of implementing effective problem management processes that reduce downtime and enhance service delivery. Skilled in conducting root cause analyses and collaborating with cross-functional teams to drive improvements.

WORK EXPERIENCE

IT Problem Management Analyst Global Financial Solutions

Jan 2023 - Present

- Analyzed recurring incidents to identify root causes and trends to improve overall service reliability.
- Facilitated problem management meetings, driving collaboration among IT teams to resolve issues swiftly.
- Utilized ServiceNow for tracking problems and changes, enhancing reporting capabilities for management.
- Developed and implemented problem resolution processes, reducing incident resolution time by 30%.
- Trained junior analysts on best practices in problem management and ITIL frameworks.
- Created monthly reports on problem management metrics to inform executive decision-making.

IT Support Specialist Tech Innovations Inc.

Jan 2020 - Dec 2022

- Provided technical support for hardware and software issues, achieving a 95% customer satisfaction rating.
 - Documented and tracked support requests using JIRA, improving response times by 20%.
 - Assisted in the implementation of a new ticketing system, enhancing workflow efficiency.
 - Conducted user training sessions on new technologies, fostering better team adaptability.
 - Worked closely with the development team to ensure timely resolution of critical software bugs.
 - Maintained knowledge base articles to aid in future problem resolution efforts.
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EDUCATION

Bachelor of Science in Information Technology, University of Technology, 2014

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** ITIL, ServiceNow, JIRA, Root Cause Analysis, Technical Support, Problem Management
- **Awards/Activities:** Successfully led a project that reduced incident resolution time by 30% over six months.
- **Awards/Activities:** Recognized for outstanding performance in problem management with the Employee of the Month award.
- **Awards/Activities:** Implemented a knowledge sharing platform that improved team collaboration and reduced duplicate efforts.
- **Languages:** English, Spanish, French