MICHAEL ANDERSON

SENIOR IT PROBLEM MANAGEMENT ANALYST

CONTACT

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San Francisco, CA

SKILLS

- ITIL
- Data Analytics
- Problem Resolution
- Service Management
- Team Collaboration
- Healthcare IT

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER SCIENCE, STATE UNIVERSITY, 2011

ACHIEVEMENTS

- Awarded the Excellence in Service award for outstanding contributions to problem management.
- Implemented a training program that improved staff adherence to ITIL methodologies by 50%.
- Reduced service downtime by 20% through effective problem management strategies.

PROFILE

Dynamic IT Problem Management Analyst with over 10 years of experience in the healthcare industry, specializing in IT service management and problem resolution. Expertise in deploying ITIL practices to improve service efficiency and reduce costs. Proven ability to analyze complex data sets to identify underlying issues and implement effective solutions that enhance patient care delivery.

EXPERIENCE

SENIOR IT PROBLEM MANAGEMENT ANALYST

HealthTech Solutions

2016 - Present

- Led problem management initiatives, resulting in a 40% reduction in recurring incidents within the first year.
- Collaborated with clinical staff to ensure IT solutions met operational needs, enhancing service delivery.
- Developed comprehensive reports on problem management activities for senior leadership review.
- Implemented a proactive problem management strategy that improved system uptime by 25%.
- Facilitated workshops to educate staff on problem management processes and best practices.
- Utilized data analytics tools to identify trends in service disruptions and recommend solutions.

IT SERVICE DESK ANALYST

City Hospital

2014 - 2016

- Handled incoming support requests, achieving an average resolution time of under 30 minutes.
- Worked with IT teams to identify and resolve IT issues affecting hospital operations.
- Maintained accurate documentation of incidents and resolutions in the ticketing system.
- Assisted in the rollout of new software applications, providing training to end-users.
- Participated in post-incident reviews to analyze failures and prevent future occurrences.
- Provided feedback on system performance to contribute to continuous service improvements.