



# Michael ANDERSON

## IT PROBLEM MANAGEMENT ANALYST

Dedicated IT Problem Management Analyst with over 7 years of experience in the retail sector, specializing in IT service management and continuous improvement. Proven ability to analyze complex IT issues and implement effective solutions that enhance operational efficiency and customer satisfaction. Strong background in utilizing industry-standard tools and methodologies to support problem resolution efforts.

### CONTACT

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- 📍 San Francisco, CA

### SKILLS

- ITIL
- ServiceNow
- Retail IT
- Data Analysis
- Problem Solving
- Customer Service

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

**BACHELOR OF ARTS IN BUSINESS  
ADMINISTRATION, UNIVERSITY OF  
RETAIL MANAGEMENT, 2014**

### ACHIEVEMENTS

- Improved problem response times by 30% through process optimization initiatives.
- Recognized for outstanding service delivery during peak retail seasons.
- Played a pivotal role in a project that enhanced system uptime by 20%.

### WORK EXPERIENCE

#### IT PROBLEM MANAGEMENT ANALYST

Retail Innovations LLC

2020 - 2025

- Managed problem records and performed root cause analysis to drive service improvement initiatives.
- Collaborated with IT and business teams to identify and resolve systemic issues affecting retail operations.
- Utilized ServiceNow for effective problem tracking and reporting.
- Developed training programs for staff on problem management best practices.
- Created actionable insights from data analysis to inform strategic decisions.
- Coordinated with vendors to ensure timely resolution of third-party service issues.

#### IT SUPPORT TECHNICIAN

ShopSmart Inc.

2015 - 2020

- Provided first-level support for IT-related issues, achieving a 90% first-call resolution rate.
- Documented and tracked incidents and resolutions in the ticketing system.
- Assisted in the implementation of new POS systems across retail locations.
- Monitored system performance and reported issues to management for escalation.
- Conducted user training on new software and hardware, enhancing user proficiency.
- Participated in IT projects to improve system reliability and performance.