MA

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SKILLS

- ITIL
- Root Cause Analysis
- Manufacturing IT
- Technical Support
- Process Improvement
- Collaboration

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER ENGINEERING, INSTITUTE OF TECHNOLOGY, 2014

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Successfully reduced service outages by 30% through effective problem management.
- Received commendation for exceptional contributions to IT service reliability.
- Implemented a knowledge management system that improved team efficiency.

Michael Anderson

IT PROBLEM MANAGEMENT ANALYST

Proactive IT Problem Management Analyst with 6 years of experience in the manufacturing industry, focused on improving IT service reliability and minimizing disruptions. Adept at utilizing ITIL best practices to analyze and resolve IT issues efficiently. Strong analytical skills combined with a results-oriented approach to problem management. Proven success in collaborating with diverse teams to identify root causes and implement effective solutions.

EXPERIENCE

IT PROBLEM MANAGEMENT ANALYST

Manufacturing Solutions Group

2016 - Present

- Conducted root cause analysis for recurring IT issues, leading to a 30% reduction in service disruptions.
- Collaborated with IT and production teams to develop solutions that improved system reliability.
- Implemented ITIL-based problem management processes, enhancing overall service quality.
- Monitored and reported on key performance indicators to track problem management effectiveness.
- Provided training to staff on ITIL practices and tools for effective problem resolution.
- Coordinated with vendors to ensure timely resolution of infrastructure-related issues.

IT SUPPORT SPECIALIST

Industrial Tech Co.

2014 - 2016

- Delivered technical support to manufacturing staff, resolving issues quickly to minimize downtime.
- Documented and tracked support requests using ticketing software, improving accountability.
- Assisted in the implementation of a new ERP system, ensuring a smooth transition.
- Participated in post-incident reviews to assess and improve incident handling processes.
- Provided feedback to management on recurring issues to enhance system performance.
- Trained end-users on new technologies to improve operational efficiency.