



# MICHAEL ANDERSON

## IT Problem Management Analyst

Detail-oriented IT Problem Management Analyst with over 4 years of experience in the energy sector, focused on ensuring IT service continuity and improving operational efficiency. Skilled in applying ITIL methodologies to identify and resolve IT problems that impact business operations. Strong analytical skills and a proactive approach to problem management, ensuring timely resolution and minimal disruption.

### CONTACT

- (555) 234-5678
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- San Francisco, CA

### EDUCATION

#### Bachelor of Science in Information Technology

College of Energy Management  
2016

### SKILLS

- ITIL
- Problem Analysis
- Energy IT
- Technical Support
- Service Improvement
- Training

### LANGUAGES

- English
- Spanish
- French

### WORK EXPERIENCE

#### IT Problem Management Analyst

2020-2023

Energy Solutions Corp.

- Analyzed service disruptions and implemented corrective actions, achieving a 20% reduction in downtime.
- Collaborated with IT and engineering teams to track and resolve IT issues in real-time.
- Utilized ITIL frameworks to standardize problem management processes and enhance service delivery.
- Created detailed reports on problem management activities for senior management review.
- Conducted training sessions for staff on best practices in problem management.
- Monitored incident trends to proactively address potential service impacts.

#### IT Support Technician

2019-2020

PowerGrid Services

- Provided first-level IT support to staff, achieving a 92% resolution rate on initial contact.
- Documented technical issues and solutions in the ticketing system for future reference.
- Assisted in troubleshooting hardware and software issues to minimize operational delays.
- Participated in team meetings to discuss ongoing problems and solutions.
- Supported the rollout of new IT systems and provided user training.
- Contributed to creating a centralized knowledge base for IT support.

### ACHIEVEMENTS

- Recognized for outstanding performance in problem management with a company award.
- Implemented a tracking system that improved incident resolution times by 25%.
- Contributed to a project that enhanced IT service continuity across the organization.