



MICHAEL ANDERSON

IT Service Delivery Analyst

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SUMMARY

Dedicated IT Service Delivery Analyst with over 8 years of experience in managing IT service delivery and ensuring high levels of customer satisfaction. Demonstrated expertise in implementing ITIL best practices and service improvement initiatives that led to a 30% reduction in incident resolution time. Proficient in analyzing service performance metrics and trends to identify areas for enhancement.

WORK EXPERIENCE

IT Service Delivery Analyst Tech Solutions Inc.

Jan 2023 - Present

- Managed day-to-day IT service delivery operations, ensuring adherence to SLAs and KPIs.
- Collaborated with cross-functional teams to streamline incident management processes, improving resolution time by 30%.
- Utilized ServiceNow for tracking and reporting service incidents and requests.
- Conducted regular service reviews with stakeholders to assess performance and gather feedback.
- Developed and implemented training materials for service desk staff, enhancing service quality.
- Led service improvement initiatives that increased customer satisfaction scores by 25%.

IT Support Specialist Global Tech Corp.

Jan 2020 - Dec 2022

- Provided technical support for hardware and software issues, achieving a 95% first-call resolution rate.
 - Documented troubleshooting procedures and solutions in the knowledge base for future reference.
 - Participated in the rollout of a new ITSM tool, contributing to a smoother transition and user adoption.
 - Assisted in the development of service-level agreements for various IT services.
 - Monitored system performance and proactively addressed potential issues before they impacted users.
 - Coordinated with vendors for hardware procurement and maintenance services.
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EDUCATION

Bachelor of Science in Information Technology, University of Technology, 2015

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** ITIL, ServiceNow, Incident Management, Problem Solving, Customer Service, Team Collaboration
- **Awards/Activities:** Successfully led a project to implement ITIL practices, resulting in a 20% decrease in service downtime.
- **Awards/Activities:** Awarded 'Employee of the Month' twice for exceptional service delivery and customer feedback.
- **Awards/Activities:** Recognized for developing a service improvement plan that enhanced user satisfaction ratings significantly.
- **Languages:** English, Spanish, French