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## SKILLS

- Retail IT
- ITIL
- Incident Management
- Customer Support
- Process Improvement
- Team Collaboration

## EDUCATION

**BACHELOR OF SCIENCE IN INFORMATION SYSTEMS, BUSINESS UNIVERSITY, 2016**

## LANGUAGE

- English
- Spanish
- German

## ACHIEVEMENTS

- Improved service delivery efficiency by 30% through the implementation of new IT processes.
- Received 'Employee of the Month' recognition for outstanding support and customer service.
- Successfully led a project that enhanced the functionality of retail POS systems, increasing sales performance.

# Michael Anderson

## IT SERVICE DELIVERY ANALYST

Innovative IT Service Delivery Analyst with 4 years of experience in the retail sector, focusing on enhancing IT service delivery to support business objectives. Known for developing and implementing service improvement initiatives that increase operational efficiency and customer satisfaction. Experienced in managing IT support teams and ensuring effective communication between IT and business units.

## EXPERIENCE

### IT SERVICE DELIVERY ANALYST

Retail Innovations LLC

2016 - Present

- Managed IT service delivery for retail operations, ensuring high availability of point-of-sale systems.
- Implemented ITIL processes to enhance incident and problem management functions.
- Collaborated with store managers to identify service needs and develop supportive IT solutions.
- Utilized metrics to monitor service performance and drive continuous improvement efforts.
- Conducted training for store staff on new IT systems to enhance operational efficiency.
- Developed customer service protocols that improved response times by 25%.

### IT SUPPORT TECHNICIAN

ShopSmart Corp.

2014 - 2016

- Provided technical support for retail IT systems, achieving a user satisfaction score of 92%.
- Assisted in the rollout of new IT solutions to improve inventory management processes.
- Documented service requests and resolutions to enhance knowledge sharing within the team.
- Monitored system performance and provided timely reports to management.
- Collaborated with external vendors to ensure optimal service delivery.
- Supported cross-functional teams during system upgrades and maintenance activities.