

MICHAEL ANDERSON

IT Service Delivery Analyst

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Analytical IT Service Delivery Analyst with 6 years of experience in the manufacturing industry, focused on optimizing IT services to support production operations. Recognized for developing service delivery strategies that enhance operational performance and minimize downtime. Proven ability to work collaboratively with engineering and production teams to identify service needs and implement effective IT solutions.

WORK EXPERIENCE

IT Service Delivery Analyst | Manufacturing Solutions Inc.

Jan 2022 – Present

- Managed IT service delivery for manufacturing operations, ensuring system uptime and reliability.
- Implemented IT service management processes to improve incident resolution times.
- Collaborated with production teams to identify IT needs and develop supportive solutions.
- Monitored service performance metrics to identify trends and inform improvement strategies.
- Facilitated training sessions for staff on IT systems and support processes.
- Led initiatives that resulted in a 20% reduction in production downtime.

IT Support Specialist | Industrial Tech Solutions

Jul 2019 – Dec 2021

- Provided technical support for manufacturing IT systems, achieving high user satisfaction scores.
- Assisted in the deployment of new IT solutions to enhance production efficiency.
- Documented support processes and solutions to improve team knowledge sharing.
- Monitored system performance and addressed issues proactively to minimize disruptions.
- Collaborated with vendors for timely delivery of IT services and equipment.
- Participated in cross-functional projects to enhance service delivery processes.

SKILLS

Manufacturing IT

Service Management

Incident Resolution

Process Improvement

Team Collaboration

Communication

EDUCATION

Bachelor of Science in Computer Engineering

2014

Technical University

ACHIEVEMENTS

- Improved service delivery metrics by 25% through the implementation of process enhancements.
- Recognized for outstanding contributions to IT service delivery in the manufacturing sector.
- Successfully led a project that decreased IT-related production delays by 15%.

LANGUAGES

English

Spanish

French