



# MICHAEL ANDERSON

## IT Service Manager

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### SUMMARY

Dynamic IT Service Management Specialist with over 8 years of experience in optimizing service delivery and enhancing IT operations within various sectors. Adept at implementing ITIL best practices to improve efficiency and customer satisfaction. Proven track record in leading cross-functional teams to develop and execute strategic initiatives that drive operational excellence.

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### WORK EXPERIENCE

#### IT Service Manager **Tech Solutions Inc.**

*Jan 2023 - Present*

- Implemented service management frameworks enhancing incident response times by 30%.
- Led a team of 15 IT professionals in delivering high-quality support services.
- Developed and maintained KPIs to assess service performance and drive improvements.
- Coordinated with vendors to ensure timely resolution of hardware and software issues.
- Facilitated training sessions for staff on ITIL processes and best practices.
- Managed a budget of \$500K for IT service operations, optimizing costs by 15%.

#### Service Desk Analyst **Global Enterprises**

*Jan 2020 - Dec 2022*

- Provided first-level support for 500+ users, resolving issues within SLA guidelines.
  - Utilized ticketing systems to track incidents and improve service response efficiency.
  - Collaborated with IT teams to streamline incident management processes.
  - Conducted root cause analysis on repeated issues to prevent future occurrences.
  - Implemented user feedback mechanisms to enhance service quality.
  - Achieved a customer satisfaction rating of 95% through effective communication and problem-solving.
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### EDUCATION

#### Bachelor of Science in Information Technology, **University of Technology**

*Sep 2019 - Oct 2020*

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### ADDITIONAL INFORMATION

- **Technical Skills:** ITIL, ServiceNow, Project Management, Incident Management, Problem Solving, Team Leadership
- **Awards/Activities:** Reduced service outage duration by 40% through proactive incident management strategies.
- **Awards/Activities:** Recognized as Employee of the Year for outstanding service delivery in 2020.
- **Awards/Activities:** Successfully led a project that improved service desk efficiency by 25%.
- **Languages:** English, Spanish, French