



MICHAEL ANDERSON

SENIOR IT SERVICE MANAGEMENT CONSULTANT

CONTACT

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SKILLS

- ITIL
- Service Delivery
- Leadership
- Stakeholder Management
- Process Improvement
- Project Management

LANGUAGES

- English
- Spanish
- French

EDUCATION

**MASTER OF BUSINESS ADMINISTRATION
IN INFORMATION TECHNOLOGY
MANAGEMENT, TECH UNIVERSITY**

ACHIEVEMENTS

- Successfully led a project that reduced IT service costs by 25% through process optimization.
- Received the Excellence in Service Award for outstanding contributions in 2021.
- Increased employee engagement scores within IT teams by 30% through effective leadership.

PROFILE

Results-oriented IT Service Management Specialist with over 10 years of progressive experience in the technology sector. Expertise in IT service delivery, process optimization, and stakeholder engagement. Demonstrated ability to align IT services with business objectives to enhance organizational performance. Proficient in managing complex projects, leading teams, and implementing ITIL methodologies to improve service efficiency.

EXPERIENCE

SENIOR IT SERVICE MANAGEMENT CONSULTANT

Innovative Tech Group

2016 - Present

- Developed and executed IT service management strategies that increased operational efficiency by 35%.
- Oversaw the implementation of ITIL processes, resulting in improved service quality.
- Facilitated workshops for stakeholders to identify service improvement opportunities.
- Managed a cross-functional team in delivering a service catalog overhaul.
- Conducted regular audits to ensure compliance with service management standards.
- Increased customer satisfaction scores by 20% through enhanced service delivery.

IT OPERATIONS MANAGER

Tech Innovations Ltd.

2014 - 2016

- Led IT operations for a mid-sized organization, ensuring alignment with business goals.
- Implemented IT service management tools that streamlined processes and improved ticket resolution times.
- Trained and mentored junior staff in best practices for service delivery.
- Managed vendor relationships to enhance service offerings and support.
- Developed disaster recovery plans to ensure business continuity.
- Achieved a 98% service uptime through proactive monitoring and maintenance.