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SKILLS

- IT Service Delivery
- Customer Service
- ITIL
- Data Analysis
- Problem Solving
- Team Collaboration

EDUCATION

BACHELOR OF ARTS IN INFORMATION SYSTEMS, BUSINESS COLLEGE

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Implemented service strategies that improved customer feedback scores by 25%.
- Recognized for outstanding service contributions with the Employee of the Month award.
- Successfully led a project to enhance system performance, resulting in a 20% increase in sales.

Michael Anderson

IT SERVICE DELIVERY MANAGER

Proactive IT Service Management Specialist with 5 years of experience in the retail sector. Skilled in managing IT service delivery and support operations to ensure optimal performance of retail systems. Adept at identifying areas for improvement and implementing effective solutions to enhance service quality. Strong customer service focus and ability to work in fast-paced environments.

EXPERIENCE

IT SERVICE DELIVERY MANAGER

Retail Innovations LLC

2016 - Present

- Managed IT service delivery for over 100 retail locations, ensuring system uptime and performance.
- Developed and implemented service improvement plans that enhanced customer satisfaction.
- Coordinated with vendors for timely resolution of technology-related issues.
- Conducted training for staff on new systems and processes to ensure smooth operations.
- Utilized data analytics to assess service performance and identify improvement opportunities.
- Achieved a 15% reduction in service downtime through proactive monitoring and maintenance.

IT SUPPORT TECHNICIAN

Innovative Retail Corp.

2014 - 2016

- Provided technical support for retail staff, resolving issues in a timely manner.
- Utilized ticketing systems to track and manage IT service requests effectively.
- Collaborated with the IT team to enhance service delivery processes.
- Participated in the rollout of new retail software across multiple locations.
- Maintained documentation for IT processes and user guides.
- Achieved a 90% satisfaction rate in user feedback surveys.