



MICHAEL ANDERSON

IT Service Management Coordinator

Ambitious IT Service Management Specialist with over 4 years of experience in the telecommunications industry. Expertise in managing IT services and ensuring high availability and performance of critical systems. Proven ability to implement ITIL frameworks to optimize service delivery and improve customer satisfaction. Strong analytical skills enable effective troubleshooting and problem resolution.

CONTACT

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- San Francisco, CA

EDUCATION

Bachelor of Science in Telecommunications

College of Engineering
2016-2020

SKILLS

- ITIL
- Service Management
- Telecommunications
- Customer Service
- Problem Solving
- Teamwork

LANGUAGES

- English
- Spanish
- French

WORK EXPERIENCE

IT Service Management Coordinator

2020-2023

Telecom Solutions Inc.

- Coordinated IT service management activities to ensure optimal service delivery across departments.
- Implemented ITIL processes that improved service efficiency by 20%.
- Facilitated communication between IT and business units to align service expectations.
- Conducted training sessions for staff on ITIL best practices.
- Assisted in the development of a service catalog that improved service visibility.
- Increased customer satisfaction ratings by 15% through effective service enhancements.

Service Desk Analyst

2019-2020

NextGen Telecom

- Provided front-line support for telecommunications services, addressing customer inquiries.
- Utilized service desk tools to manage incidents and service requests efficiently.
- Collaborated with technical teams to troubleshoot and resolve service issues.
- Maintained documentation for service processes and resolutions.
- Assisted in the implementation of new service management software.
- Achieved a 92% satisfaction score in customer feedback surveys.

ACHIEVEMENTS

- Improved incident response times by 25% through process optimization.
- Recognized as Employee of the Quarter for outstanding contributions in service delivery.
- Successfully contributed to a project that enhanced customer engagement processes.