MICHAEL ANDERSON

ITSM Analyst

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SUMMARY

Dynamic ITSM Analyst with over 7 years of experience in optimizing IT service management processes across various industries. Adept at implementing ITIL best practices to enhance operational efficiency and improve service delivery. Proven track record of collaborating with cross-functional teams to identify and resolve service issues, resulting in significant reductions in downtime and user complaints.

WORK EXPERIENCE

ITSM Analyst Tech Solutions Inc.   *Jan 2023 - Present*

- Designed and implemented ITIL processes that increased incident resolution efficiency by 30%.
- Utilized ServiceNow to manage service requests, ensuring timely responses and tracking.
- Conducted root cause analysis for recurring issues, reducing incident frequency by 25%.
- Collaborated with IT teams to automate manual processes, saving over 200 hours monthly.
- Developed training materials for staff on ITSM tools, enhancing team proficiency.
- Led bi-weekly service review meetings to align service delivery with business goals.

Junior ITSM Analyst Global Tech Solutions   *Jan 2020 - Dec 2022*

- Assisted in the implementation of ITIL service management frameworks across IT departments.
- Monitored service desk performance metrics and reported findings to senior management.
- Helped maintain the knowledge base, improving service desk resolution time by 20%.
- Supported end-users with IT service requests, achieving a satisfaction rating of 95%.
- Participated in weekly change management meetings to assess risks and impacts.
- Documented processes and procedures to streamline service delivery workflows.

EDUCATION

Bachelor of Science in Information Technology, University of Technology, 2015   *Sep 2019 - Oct 2020*

ADDITIONAL INFORMATION

- **Technical Skills:** ITIL, ServiceNow, Data Analysis, Problem Solving, Team Collaboration, Communication
- **Awards/Activities:** Implemented a service improvement initiative that resulted in a 15% reduction in service downtime.
- **Awards/Activities:** Recognized as Employee of the Month for outstanding contributions to service quality improvement.
- **Awards/Activities:** Spearheaded a project that enhanced user training programs, leading to a 20% increase in user satisfaction ratings.
- **Languages:** English, Spanish, French