



MICHAEL ANDERSON

ITSM ANALYST

CONTACT

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- San Francisco, CA

SKILLS

- Incident Management
- ITIL
- Jira
- Data Reporting
- User Support
- Training

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF ARTS IN BUSINESS ADMINISTRATION, FINANCIAL MANAGEMENT, COLLEGE OF BUSINESS, 2015

ACHIEVEMENTS

- Achieved a 20% improvement in service desk response times through process optimization.
- Recognized for outstanding performance during a critical system upgrade project.
- Developed a user feedback mechanism that enhanced service delivery by addressing user concerns promptly.

PROFILE

Results-oriented ITSM Analyst with 5 years of experience in the financial services sector, specializing in service desk operations and incident management. Proven ability to analyze service performance and implement strategic improvements that align IT service delivery with business objectives. Excels in high-pressure environments and is committed to ensuring a seamless user experience through proactive problem-solving and effective communication.

EXPERIENCE

ITSM ANALYST

Finance Corp.

2016 - Present

- Managed the incident management process, achieving a first contact resolution rate of 85%.
- Analyzed service performance metrics to identify trends and areas for improvement.
- Facilitated communication between IT and business units to enhance service alignment.
- Implemented automated reporting tools, reducing manual reporting time by 40%.
- Conducted training sessions for new staff on ITSM best practices and tools.
- Collaborated with vendors to resolve service issues, improving response times by 15%.

SUPPORT ANALYST

Banking Solutions LLC

2014 - 2016

- Assisted in managing the service desk, responding to user inquiries and incidents efficiently.
- Documented and tracked service requests using Jira, improving transparency and accountability.
- Participated in weekly reviews of service desk performance to address challenges.
- Promoted ITIL principles within the team, enhancing overall service delivery.
- Resolved user issues related to financial applications, maintaining high user satisfaction.
- Created knowledge base articles to streamline common issue resolutions.