



Michael

ANDERSON

ITSM ANALYST

Proactive ITSM Analyst with 4 years of experience in the retail industry, specializing in service desk operations and customer satisfaction enhancement. Demonstrated ability to identify service delivery gaps and implement solutions that improve user experience. A strong advocate for ITIL best practices, I have successfully facilitated training sessions and workshops to elevate team performance.

CONTACT

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SKILLS

- ITIL
- Customer Service
- Technical Support
- Data Analysis
- Team Collaboration
- Training

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER SCIENCE, UNIVERSITY OF TECHNOLOGY, 2016

ACHIEVEMENTS

- Achieved recognition for enhancing customer service through innovative solutions.
- Improved first response time to service requests by 25% through process changes.
- Played a key role in a project that upgraded the service desk software, leading to a 15% increase in efficiency.

WORK EXPERIENCE

ITSM ANALYST

Retail Innovations LLC

2020 - 2025

- Managed the service desk operations, achieving a 92% customer satisfaction rating.
- Implemented ITIL processes that improved incident management response time by 35%.
- Designed user training programs that enhanced the service desk team's technical skills.
- Collaborated with IT and business units to align services with customer needs.
- Analyzed service desk tickets to identify trends and recommend improvements.
- Facilitated weekly meetings to discuss service performance and strategy.

TECHNICAL SUPPORT REPRESENTATIVE

ShopSmart Inc.

2015 - 2020

- Provided technical support for retail software applications to end-users.
- Documented user issues and resolutions to enhance the knowledge base.
- Assisted in the transition to a new ITSM tool, ensuring a smooth implementation.
- Conducted customer feedback surveys to gather insights for service improvement.
- Collaborated with the IT team to troubleshoot and resolve technical issues.
- Developed training resources for staff on new software features.