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SKILLS

- ITIL
- Service Delivery
- Project Management
- Data Analysis
- Vendor Management
- Communication

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION SYSTEMS, UNIVERSITY OF TECHNOLOGY, 2012

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Successfully reduced service incidents by 20% through process enhancement initiatives.
- Recognized for leadership in driving ITIL adoption across the organization.
- Improved customer satisfaction scores by implementing proactive service strategies.

Michael Anderson

ITSM ANALYST

Experienced ITSM Analyst with 8 years in the telecommunications sector, focused on service delivery and process improvement. Skilled at using ITIL methodologies to streamline operations and enhance customer satisfaction. My career has been marked by a commitment to continuous improvement and a strong focus on aligning IT services with business needs.

EXPERIENCE

ITSM ANALYST

Telecom Services Inc.

2016 - Present

- Led ITIL training initiatives that improved team service delivery by 30%.
- Managed incident management processes, achieving an SLA compliance rate of 95%.
- Collaborated with vendor partners to enhance service quality and reduce costs.
- Implemented new ITSM tools that streamlined workflows and reduced response times.
- Analyzed service performance data to identify opportunities for improvement.
- Facilitated cross-departmental workshops to promote ITIL best practices.

SERVICE DELIVERY COORDINATOR

Global Telecom Solutions

2014 - 2016

- Coordinated service delivery operations for telecommunications projects.
- Documented process workflows to improve efficiency and service quality.
- Trained new employees on IT service management tools and processes.
- Assisted in the development of service level agreements with clients.
- Monitored service delivery performance metrics to ensure compliance.
- Collaborated with technical teams to resolve service delivery issues promptly.