# MA

# MICHAEL ANDERSON

ITSM Analyst

## CONTACT

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- San Francisco, CA

## EDUCATION

**Bachelor of Engineering in Information Technology**

Technical University
2018

## SKILLS

- ITIL
- Process Automation
- Data Analysis
- User Training
- Service Desk Management
- Collaboration

## LANGUAGES

- English
- Spanish
- French

Innovative ITSM Analyst with a focus on digital transformation and process automation in the manufacturing sector. Over 3 years of experience in leveraging ITIL practices to improve service delivery and operational efficiency. Proven ability to identify automation opportunities and implement solutions that reduce manual effort and errors. A collaborative team player who effectively communicates with both technical and non-technical stakeholders.

## WORK EXPERIENCE

### ITSM Analyst
2020-2023

Manufacturing Solutions Inc.

- Implemented ITIL processes that improved workflow automation by 25%.
- Managed the service desk, achieving a first contact resolution rate of 80%.
- Collaborated with IT teams to deploy automation tools, reducing manual tasks.
- Conducted training sessions for staff on new ITSM practices and tools.
- Analyzed service desk tickets to identify trends and areas for improvement.
- Facilitated weekly team meetings to review service performance and strategies.

### IT Support Technician
2019-2020

Smart Manufacturing Co.

- Provided technical support for manufacturing applications and systems.
- Documented IT issues and solutions to enhance knowledge sharing within the team.
- Assisted in the rollout of new ITSM software, ensuring smooth transitions.
- Conducted user training on new systems to improve operational efficiency.
- Collaborated with engineering teams to ensure IT services supported production goals.
- Monitored performance metrics to ensure service quality and efficiency.

## ACHIEVEMENTS

- Increased service desk efficiency by 15% through automation initiatives.
- Recognized for outstanding contributions to service improvement projects.
- Developed a user feedback tool that enhanced service delivery and responsiveness.