

# MICHAEL ANDERSON

ITSM Analyst

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Strategic ITSM Analyst with a focus on cybersecurity and risk management in the technology sector. With over 9 years of experience, I have successfully led initiatives aimed at safeguarding IT services and ensuring compliance with industry regulations. My expertise in ITIL and cybersecurity frameworks enables me to assess risks and implement effective controls to protect information assets.

## WORK EXPERIENCE

### ITSM Analyst | CyberSecure Technologies

Jan 2022 – Present

- Developed and implemented ITIL-based security policies that improved incident response times by 50%.
- Conducted risk assessments to identify vulnerabilities within IT services.
- Collaborated with IT teams to establish security protocols aligned with best practices.
- Monitored compliance with industry regulations and reported findings to management.
- Facilitated training sessions on cybersecurity awareness for IT staff.
- Analyzed service performance data to identify security-related trends and anomalies.

### Security Analyst | TechSecure Inc.

Jul 2019 – Dec 2021

- Monitored security incidents and responded to breaches effectively.
- Assisted in developing IT security policies that supported organizational goals.
- Conducted regular audits of IT systems to ensure compliance with standards.
- Collaborated with teams to address security vulnerabilities in software applications.
- Reported on security metrics to senior management for strategic decision-making.
- Provided support for security training initiatives for IT staff and end-users.

## SKILLS

ITIL Cybersecurity Risk Management Incident Response Compliance Training

## EDUCATION

### Master of Science in Cybersecurity

2011

University of Cyber Technology

## ACHIEVEMENTS

- Successfully reduced security incident response time by 40% through process enhancements.
- Recognized for excellence in developing comprehensive security training programs.
- Contributed to a 30% decrease in security breaches through proactive measures.

## LANGUAGES

English Spanish French