

Mike Radcliffe

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WORK EXPERIENCE

Umpqua Bank, TOC Operator II

September 2015 - May 2019

Portland, Oregon

As a TOC Operator (Technical Operations Center) my responsibilities were to monitor the Network, Production Applications, and Services used throughout the bank ensuring that service levels were maintained. The TOC Operator is the focal point for logging, assessing, categorizing, prioritizing, carrying out basic first line analysis, coordinating resolution and follow-up of new Service Now Incidents for alerts and support calls from other departments. Facilitated and coordinated the flow of communications including escalations to all internal groups.

Umpqua Bank, Data Processing Operator II

July 2000 - September 2015

Portland, Oregon

As a DP Operator I assisted in the daily production operations, backing up all ITI modules and monitoring nightly updates on Unisys mainframe. Transitioned to an IBM iSeries system in 2009.

Data Tech, Data Processing Operator I

December 1995 - July 2000

Eugene, Oregon

Processing file transfers, backing up ITI modules, printing and distributing statements.

ADDITIONAL ACTIVITIES AND SKILLS

ITIL Foundation Certificate in IT Service Management