

Professional Summary

Results-driven IT Service Management professional with over 15 years of experience in leading high-performing teams and driving process improvements. Proven track record of successfully implementing PRINCE2 methodologies and enhancing problem management practices.

Professional Experience

Senior IT Service Management Director (MG10)

Inazuma.co | January 2018 - Present

IT Service Management Manager (MG8)

NexaTech Inc. | June 2015 - December 2017

Key Achievements:

- Improved incident resolution time by 30% through process optimization
- Successfully implemented PRINCE2 Agile for project management

Responsibilities:

- Managed a team of 10 IT service management professionals
- Developed and maintained IT service management processes

Senior IT Service Management Specialist (MG6)

Pulse IT Solutions | March 2012 - May 2015

Key Achievements:

- Enhanced problem management practices, reducing recurring incidents by 25%
- Collaborated with the development team to implement ITIL-aligned service desk software

Responsibilities:

- Provided technical guidance on IT service management best practices
- Conducted regular service reviews with stakeholders

IT Service Management Specialist (MG4)

Apex IT Services | August 2009 - February 2012

Key Achievements:

- Assisted in the development of the IT service management framework

- Improved customer satisfaction ratings by 20% through effective issue resolution

Responsibilities:

- Handled first-line support for IT service management queries
- Participated in process improvement initiatives

Education

Master of Science in Information Technology

Stanford University | 2009

Relevant Coursework:

- IT Service Management
- Project Management
- Software Engineering

Technical Skills

IT Service Management:

- ITIL Foundation
- ServiceNow
- IT Service Continuity Management

Project Management:

- PRINCE2
- Agile Methodologies
- Project Planning

Problem Management:

- Root Cause Analysis
- Problem Management Process Development
- Error Management