

Emiko Bell

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IT Service Management professional with 5 years of experience as an IT support technician and service management architect. Team player with extensive experience developing processes with service owners. Detail and technical-oriented, with skills in building automation, integrations, and utilizing REST APIs.

EXPERIENCE

IT Service Management Specialist

Feb 2022 - Present

Biola University, La Mirada, CA

- Create new enterprise services for the university by analyzing complex problems that required IT solutions
- Implement the ITIL 4 framework for service requests, incident management, asset management, and change management
- Develop and configure processes and workflows to help increase efficiency
- Optimize and automate processes using integrations and REST APIs
- Lead implementation and administration for service management platforms such as Web Helpdesk and Team Dynamix
- Create, review, and manage internal and public documentation

Research Assistant (Data Analyst)

Oct 2020 - Feb 2022

University of Oxford, Oxford, UK

- Analyzed and visualized data using R
- Developed software for experiments using MATLAB, JavaScript, and Python

IT Helpdesk Representative

Aug 2016 - Jul 2020

Biola University, La Mirada, CA

- Provided laptop, desktop, and classroom technical support for users
- Experienced in maintaining high levels of customer success and satisfaction
- Led technical orientation for faculty and staff
- Led training for technical support workers
- Assisted in the launch and implementation of software and IT service offerings

EDUCATION

Master of Science (M.S.) - Psychological Research

Sep 2020 - Nov 2021

University of Oxford, Oxford

- Final grade: Distinction
- Oxford Kobe Scholarship, Full funding

Bachelor of Arts (B.A.) - Psychology

Aug 2016 - Dec 2019

Biola University, La Mirada, CA

- Final grade: Summa Cum Laude
- Torrey Honors College

LICENSES & CERTIFICATIONS

ITIL 4 Foundation

2022

Axelos - GR671418653EB