Michael Shriver

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Experience

Nordstrom—Seattle, WA
Nordstrom, Systems Analyst 2, Incident Management Team; March 2014 - Present

- Designed and implemented a comprehensive Major Incident Response procedure
- Assisted in designing and implementing a Problem Management procedure to ensure Major IT Incidents are tracked and documented to their root causes
- Provided consistent, reliable advocacy for the Problem Management process and provided cross-team support for implementing Problem Management
- Designed, created and refined reporting to demonstrate the value of Incident/Problem management to all levels of leadership, from CTO through PMs on partner teams)
- Worked closely with IT partners to track Incident and Problem management, improve IT system reliability and report on results to leadership

Nordstrom—Seattle, WA
Nordstrom Help Desk, Desktop Escalation Analyst II; December 2011 - March 2014

- Provided second-tier phone support for Nordstrom employees and contractors. Provided in-depth support for Windows desktop software; esp. Microsoft Office products
- Facilitated communication between business and IT groups during high-impact events, Maintained excellent working relationships with product owners across the company
- Launched Incident Coordinator team within Service Desk to transition Major Incident management from on-call director rotation
- Mentored and supervised a small team of level 2 Technicians who were responsible for covering IC roles during weekend and overnight hours
- Managed Help Desk hardware inventory, troubleshoot and repair Help Desk analyst PCs
- Maintained and updated Help Desk automatic software deployment script

The Boeing Company—Bellevue, WA
Enterprise Help Desk, Tier II Workstation Software Support; April 2007 - October 2011

- Provided excellent customer service and technical expertise for Boeing's 5000+ internal apps, as well as standard third-party software.
- Regularly exceeded performance expectations. Often topped team performance boards for calls per hour and average handle times.

Education

- **Seattle Pacific University**—Seattle, WA
  Bachelor of Arts; English Literature and Computer Science

Skills

- Strong communication skills, written and verbal. Able to explain highly technical procedures clearly, to a diverse audience of ranging technical background
- Excellent problem solving and troubleshooting skills, Able to pick up technical procedures and skills quickly
- Experienced in the administration of major operating systems and Cloud Platforms: G-Suite, Office 365, Windows, macOS and Linux
- Experienced in computer networking, administration and hardware
- Experience in multiple programming, scripting and markup languages (C++, Python, PHP, Perl, UNIX Shell Scripting, HTML/CSS and LaTeX)
- Extensive experience in ITIL Incident, Problem and Change Management
- Relationship-driven, self-directed and collaborative with a passion for customer satisfaction