Michael Shriver

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Experience

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

- Design and implement a comprehensive Major Incident Response procedure
- Assist 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 managment to all levels of leadership (CTO through PM)

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

- Provide second-tier phone support for Nordstrom employees and contractors
- Provide in-depth support for Windows desktop software; esp. Microsoft Office products
- Facilitate communication between business and IT groups during high impact events
- Manage Help Desk hardware inventory, troubleshoot and repair Help Desk analyst PCs
- Maintain and update Help Desk automatic software deployment script

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

- Provide first level support on over 5000 applications to Boeing employees and partners
- Provide in-depth support for Windows desktop software; esp. Microsoft Office
- Provide basic administrative support for user and machine accounts in Active Directory
- Troubleshoot PC, network, printing, phone and permissions issues
- Provide mentoring and training for new first and second level analysts

Education

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

Skills

- Strong communication skills, written and verbal
- Excellent problem solving and troubleshooting skills
- Able to pick up technical procedures and skills quickly
- Able to explain highly technical procedures clearly
- Extensive experience in ITIL Incident and Problem Management.
- Experienced in all major operating systems: Windows, macOS and UNIX-based (Linux, BSD, AIX, DEC UNIX)
- 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)
- Independent, goal-oriented worker