

# Michael Shriver

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Seattle, WA

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## Experience

**Nordstrom**—Seattle, WA

*Nordstrom, Systems Analyst 2, Incident Management Team; March 2014 - March 2020*

- Designed/implemented new critical procedures for Major Incident Responses as well as Problem Management to ensure major IT incidents are efficiently tracked/documented to root causes. Successfully improved user satisfaction.
- Generated wide acceptance/usage of new ticketing system for incident and problem management. Conducted stakeholder interviews to gather requirements/feedback; collated/presented to team. Assisted with UAT/feedback
- Developed/refined new reporting process utilized by CTO, senior directors, and partner PMs. Self-learned Tableau and developed robust, flexible reporting visualizations in response to ever-evolving reporting requirements
- Collaborated closely with IT partners to track Incident and Problem Management, improve IT system reliability, and report on results. Provided consistent advocacy and cross-team support for implementing Problem Management.

**Nordstrom**—Seattle, WA

*Nordstrom Service Desk, Desktop Escalation Analyst II; December 2011 - March 2014*

- Transformed Incident Management by launching new team. Transitioned Incident Management from and on-call based, inconsistent, secondary function to primary function of Service Desk. Reduced response times; eliminated incorrectly escalated incidents.
- Provided second-tier phone support for Nordstrom employees and contractors. Provided in-depth support for Windows desktop software; esp. Microsoft Office products
- 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*

- Consistently exceeded performance expectations; topped team performance boards for call frequency/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 audiences with diverse technical backgrounds
- Excellent problem solving and troubleshooting skills, Able to pick up technical procedures and skills quickly
- Experienced in the UNIX command line, computer networking, hardware and system administration
- 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, goal-oriented worker with a passion for customer satisfaction