

# 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 management 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