



ETHAN MARTINEZ

Problem Manager

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PROFESSIONAL SUMMARY

Detail-oriented Problem Manager with 7 years of experience in IT service management. Proven expertise in root cause analysis, incident management, and process improvement, driving operational excellence and enhancing service delivery.

WORK EXPERIENCE

Problem Manager Jan / 2020-Ongoing
Blue Sky Innovations Chicago, IL

- Led cross-functional teams to identify and resolve IT issues, utilizing ITIL methodologies to enhance service quality.
- Facilitated risk assessment meetings to address potential vulnerabilities, ensuring compliance with industry standards.
- Streamlined the problem management process, reducing resolution time by 40% through effective change management.
- Developed and delivered training programs on problem management best practices, increasing team competency and awareness.
- Managed the documentation and tracking of known errors, ensuring timely updates to stakeholders and minimizing service disruptions.
- Collaborated with IT teams to implement corrective actions for recurring incidents, significantly improving system reliability.
- Monitored and reported on key performance indicators (KPIs) related to problem management, driving continuous improvement initiatives.

Problem Manager Jan / 2018-Jan / 2020
Cactus Creek Solutions Phoenix, AZ

- Conducted root cause analysis (RCA) for high-impact incidents, leveraging ITIL tools to identify underlying issues.
- Established a centralized database for known errors, enhancing tracking and reporting capabilities across the organization.
- Analyzed recurring incidents to develop proactive solutions, reducing manual efforts and improving compliance.
- Facilitated weekly reviews of problem tickets, prioritizing issues based on impact and urgency to optimize resource allocation.
- Collaborated with stakeholders to communicate findings and recommendations from problem management activities.

EDUCATION

Bachelor of Science in Information Technology Jan / 2016 - Jan / 2018
University of California Portland, OR
Focused on IT service management, project management, and data analysis.

SKILLS

Process Improvement
Quality Assurance
ITIL Framework
Root Cause Analysis
Incident Management

INTERESTS

Scuba Diving E-sports
Reading Fiction Puzzle Solving

STRENGTHS

Self-awareness Self-discipline
Sensitivity Service-oriented

LANGUAGES

English Mandarin Indonesian

ACHIEVEMENTS

Reduced incident resolution time by 30% through effective problem management strategies.
Implemented a new problem management framework that improved service delivery metrics by 25%.