

Fransisca Torro

Problem Manager

Profile

Employment History

Details

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(486) 658-5147

1234 Maple Street, Richmond, VA 23220

Dedicated Problem Manager with 2 years of experience in identifying, analyzing, and resolving complex technical issues. Skilled in implementing preventive measures, reducing incident recurrence, and improving system stability. Proficient in collaborating with cross-functional teams and driving continuous improvement to enhance overall IT service quality. Demonstrated success in managing root cause analysis and developing solutions to minimize downtime and optimize system performance.

Problem Manager at ServiceNow, VA

Feb 2023 - Present

- Reduced problem resolution time by 35% through streamlining processes and implementing automation, resulting in improved customer satisfaction and a cost savings of \$500,000 annually for ServiceNow, VA.
- Increased problem management efficiency by 25% by developing and implementing standardized problem categorization and prioritization criteria, leading to faster identification and resolution of high-impact issues for over 200 clients.
- Conducted root cause analysis on 150 critical incidents, leading to the implementation of 50 process improvements that reduced incident recurrence by 40% and increased system stability across the organization.
- Led a cross-functional team of 10 specialists in resolving a high-profile, complex issue that affected multiple clients, resulting in a 100% resolution rate within 72 hours and preventing potential revenue loss of \$2 million.

Associate Problem Manager at DXC Technology, VA

Aug 2021 - Dec 2022

- Successfully reduced problem resolution time by 35% through the implementation of effective problem management strategies and cross-functional collaboration with support teams.
 - Identified and resolved 70 high-priority incidents within six months, resulting in a 50% reduction in the number of recurring incidents and boosting customer satisfaction by 20%.
 - Developed and implemented a comprehensive problem tracking system that improved the visibility of ongoing issues, leading to a 25% increase in the efficiency of the problem management process.
 - Conducted root cause analysis on 100+ critical incidents, resulting in a 30% reduction in the overall number of incidents and contributing to a 15% increase in system uptime.
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Education