



# MICHAEL ANDERSON

## APPLICATION SUPPORT SPECIALIST

### CONTACT

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- San Francisco, CA

### SKILLS

- Healthcare Applications
- EHR Support
- User Training
- Compliance
- Troubleshooting
- Documentation

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

**BACHELOR OF SCIENCE IN HEALTH INFORMATION MANAGEMENT, CITY COLLEGE**

### ACHIEVEMENTS

- Improved application response times by 15% through system optimizations.
- Recognized for outstanding customer service in quarterly evaluations.
- Led a project that enhanced data security measures, resulting in zero breaches.

### PROFILE

Results-driven Application Support Analyst with a strong background in healthcare technology, possessing over 5 years of experience in supporting clinical applications. Proven ability to troubleshoot and resolve technical issues efficiently while maintaining a focus on patient care. Skilled in collaborating with clinical staff to understand their needs and provide tailored solutions.

### EXPERIENCE

#### APPLICATION SUPPORT SPECIALIST

##### HealthTech Solutions

*2016 - Present*

- Provided tier 2 support for EHR and practice management systems.
- Trained over 100 clinical staff on system functionalities and best practices.
- Collaborated with vendors to troubleshoot integration issues with medical devices.
- Led user acceptance testing for new software implementations.
- Developed training materials that reduced onboarding time by 30%.
- Participated in periodic system audits to ensure compliance with health regulations.

#### JUNIOR APPLICATION SUPPORT ANALYST

##### CareSync Technologies

*2014 - 2016*

- Assisted in supporting telehealth applications for remote patient monitoring.
- Resolved technical issues raised by healthcare providers, achieving a 95% satisfaction rate.
- Documented and escalated unresolved issues to senior analysts.
- Conducted regular training sessions for users, enhancing system adoption by 40%.
- Maintained software inventory and ensured timely updates.
- Participated in weekly team meetings to discuss ongoing projects and challenges.