MA

MICHAEL ANDERSON

BUSINESS SYSTEMS ANALYST

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Proficient and detail-oriented Business Analyst with over 6 years of experience in the healthcare industry. Specializes in analyzing complex healthcare data and translating it into actionable insights that support clinical and operational improvements. Expert in facilitating requirements gathering sessions with stakeholders to ensure alignment on project objectives. Demonstrated ability to utilize data analytics tools to enhance patient care and optimize resource allocation.

EXPERTISE SKILLS

- Healthcare Analytics
- Data Management
- Process Mapping
- User Acceptance Testing
- Tableau
- Requirements Gathering

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Bachelor of Science in Health Information Management, University of Florida, 2017

REFERENCES

John Smith
Senior Manager, Tech Corp
john.smith@email.com

Sarah Johnson
Director, Innovation Labs
sarah.j@email.com

Michael Brown
VP Engineering, Solutions Inc
mbrown@email.com

PROFESSIONAL EXPERIENCE

HealthTech Solutions   *Mar 2018 - Present*
Business Systems Analyst

- Conducted needs assessments to identify gaps in healthcare delivery.
- Developed and maintained dashboards using Tableau for performance monitoring.
- Collaborated with clinical teams to enhance patient management systems.
- Documented system requirements and specifications for IT development.
- Facilitated user acceptance testing to ensure system functionality.
- Trained staff on new software applications and processes.

Wellness Group   *Dec 2015 - Jan 2018*
Junior Business Analyst

- Assisted in the analysis of patient data to inform service improvements.
- Supported project management efforts by tracking deliverables and timelines.
- Created process maps to visualize workflows and identify inefficiencies.
- Engaged with stakeholders to gather requirements for system upgrades.
- Utilized Excel for data analysis and reporting.
- Contributed to the development of training materials for end-users.

ACHIEVEMENTS

- Improved patient data accuracy by 15% through system enhancements.
- Recognized for excellence in project delivery and stakeholder engagement.
- Participated in a project that reduced patient wait times by 20%.