



Michael ANDERSON

HEALTHCARE BUSINESS PROCESS ANALYST

Detail-oriented Business Process Analyst with extensive experience in healthcare operations and process optimization. Skilled in analyzing complex workflows and developing strategies to reduce inefficiencies while enhancing patient care quality. Proven ability to collaborate with clinical and administrative teams to implement process improvements that meet regulatory standards. Expertise in utilizing data analytics to inform decision-making and drive operational excellence.

CONTACT

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SKILLS

- Healthcare Operations
- Process Improvement
- Data Analytics
- Regulatory Compliance
- Stakeholder Engagement
- Training

LANGUAGES

- English
- Spanish
- French

EDUCATION

**MASTER OF HEALTH ADMINISTRATION,
UNIVERSITY OF HEALTH SCIENCES**

ACHIEVEMENTS

- Reduced patient wait times by 20% through process optimization initiatives.
- Improved compliance scores by 15% during internal audits.
- Recognized for outstanding contributions to patient satisfaction improvements.

WORK EXPERIENCE

HEALTHCARE BUSINESS PROCESS ANALYST

HealthFirst Group

2020 - 2025

- Conducted comprehensive reviews of clinical workflows to identify areas for improvement.
- Developed and implemented process improvement initiatives that reduced patient wait times by 25%.
- Collaborated with medical staff to ensure alignment of process changes with patient care standards.
- Utilized data analytics tools to track performance metrics and identify trends.
- Trained staff on new processes to enhance compliance and patient satisfaction.
- Presented findings and recommendations to leadership teams for strategic decision-making.

BUSINESS ANALYST

Wellness Solutions Inc.

2015 - 2020

- Analyzed operational processes to enhance efficiency and reduce costs.
- Developed process documentation and user manuals for new systems.
- Facilitated workshops to engage stakeholders in process mapping activities.
- Monitored compliance with healthcare regulations in process changes.
- Collaborated with IT to implement electronic health record (EHR) systems.
- Provided ongoing support and training to staff on new processes and systems.