



Phone: (555) 234-5678

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EXPERTISE SKILLS

- Technical Support
- EHR Systems
- User Training
- IT Compliance
- Troubleshooting
- Medical Device Support

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Bachelor of Science in Health Information Management, University of Health Sciences, 2016

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

MICHAEL ANDERSON

DESKTOP SUPPORT TECHNICIAN

Results-driven Desktop Support Technician with a strong background in the healthcare industry, offering 4 years of hands-on experience in IT support roles. Proven ability to troubleshoot and resolve complex technical issues promptly, ensuring minimal disruption to healthcare operations. Possess a deep understanding of healthcare software systems and regulatory compliance requirements. Demonstrated expertise in managing user accounts, maintaining system security, and supporting medical devices.

PROFESSIONAL EXPERIENCE

Healthcare IT Solutions

Mar 2018 - Present

Desktop Support Technician

- Provided technical support for over 500 end-users in a fast-paced hospital environment.
- Resolved issues related to electronic health record (EHR) systems within strict timeframes.
- Conducted user training on EHR software and other clinical applications.
- Managed software updates and hardware installations to ensure compliance with healthcare regulations.
- Monitored system performance and addressed issues proactively, reducing downtime by 30%.
- Collaborated with clinical staff to integrate technology into patient care practices.

City Medical Center

Dec 2015 - Jan 2018

IT Support Technician

- Assisted in the maintenance and support of medical devices and IT infrastructure.
- Trained new staff on the use of hospital information systems and technology.
- Managed user accounts and permissions, ensuring data security and privacy.
- Created and maintained documentation for IT procedures and troubleshooting guides.
- Responded to and resolved support tickets efficiently, achieving a 98% satisfaction rating.
- Participated in IT audits to ensure compliance with healthcare standards.

ACHIEVEMENTS

- Recognized with the 'Excellence in Service Award' for outstanding support during system implementation.
- Developed a training program that increased staff proficiency with EHR systems by 40%.
- Achieved a 99% resolution rate on IT support tickets within 24 hours.