

MICHAEL ANDERSON

Operations Director

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Dedicated Health Technology Operations Manager with extensive experience in healthcare technology and operations management. Proven ability to implement innovative solutions that enhance patient care and operational efficiency. Strong expertise in managing technology projects from conception to execution, ensuring alignment with strategic goals. Adept at collaborating with diverse teams and stakeholders to drive initiatives that improve service delivery.

WORK EXPERIENCE

Operations Director | Healthcare Tech Systems

Jan 2022 – Present

- Oversaw the implementation of a new patient management system across a multi-site organization.
- Directed quality improvement initiatives that resulted in a 50% decrease in patient complaints.
- Managed a team of 25 in the execution of technology-related projects.
- Developed and implemented standard operating procedures for new systems.
- Collaborated with external vendors to enhance system functionalities.
- Analyzed operational data to identify trends and areas for improvement.

Technology Project Manager | Integrated Health Solutions

Jul 2019 – Dec 2021

- Managed the development and implementation of a new telehealth initiative.
- Coordinated with clinical teams to gather requirements and feedback for system enhancements.
- Prepared project documentation, including timelines and budgets, for executive review.
- Facilitated training sessions for staff on new technology systems.
- Monitored project progress and reported on key performance indicators.
- Ensured compliance with healthcare regulations throughout project lifecycles.

SKILLS

operations management quality improvement project development team collaboration strategic planning
technology implementation

EDUCATION

Master of Science in Health Management

2015 – 2019

Columbia University

ACHIEVEMENTS

- Achieved a 45% improvement in patient satisfaction scores through operational enhancements.
- Received 'Leadership Excellence' award for exemplary project management.
- Successfully reduced technology-related downtime by 30% through proactive management.

LANGUAGES

English Spanish French