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EXPERTISE SKILLS

- EHR Optimization
- Project Coordination
- User Training
- Data Analysis
- IT Support
- Compliance

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Bachelor of Science in Health Information Management, University of Florida, 2014

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

IT OPERATIONS LEAD

Accomplished Healthcare IT Operations Manager with extensive experience in managing healthcare technology projects that enhance patient care and operational efficiency. Recognized for the ability to lead diverse teams in implementing innovative IT solutions that align with clinical workflows and organizational objectives. Expertise in optimizing electronic health records (EHR) systems and ensuring data integrity across platforms.

PROFESSIONAL EXPERIENCE

Riverbend Health

Mar 2018 - Present

IT Operations Lead

- Oversaw the implementation of a new EHR system, resulting in a 30% reduction in documentation errors.
- Developed training programs that increased user engagement and system utilization by 45%.
- Managed IT support services, achieving a 90% first-call resolution rate.
- Coordinated with clinical staff to ensure technology met operational needs.
- Analyzed operational data to identify trends and drive continuous improvement initiatives.
- Established key performance indicators (KPIs) to measure IT effectiveness and service delivery.

Sunrise Medical Group

Dec 2015 - Jan 2018

Healthcare IT Specialist

- Implemented a patient engagement platform that increased appointment attendance by 20%.
- Provided technical support for clinical applications, ensuring minimal downtime.
- Conducted regular training sessions for staff on new technologies.
- Collaborated with external vendors for system upgrades and maintenance.
- Maintained documentation for IT processes, ensuring compliance with industry standards.
- Participated in disaster recovery planning and execution.

ACHIEVEMENTS

- Successfully reduced documentation errors by 30% through system implementation.
- Received 'Employee of the Month' award for outstanding contributions to IT support.
- Increased patient engagement by 20% through the introduction of new technologies.