



MICHAEL ANDERSON

HELP DESK SUPPORT SPECIALIST

CONTACT

- (555) 234-5678
- michael.anderson@email.com
- San Francisco, CA

SKILLS

- EHR support
- Technical troubleshooting
- HIPAA compliance
- User training
- Documentation
- Customer service

LANGUAGES

- English
- Spanish
- French

EDUCATION

ASSOCIATE DEGREE IN COMPUTER SCIENCE, COMMUNITY COLLEGE OF ABC, 2017

ACHIEVEMENTS

- Improved user satisfaction scores from 80% to 95% through enhanced training programs.
- Reduced average ticket resolution time in healthcare tech support from 72 hours to 36 hours.
- Received the Outstanding Service Award for dedication to improving healthcare IT services.

PROFILE

Results-driven Help Desk Analyst with over 3 years of experience in the healthcare industry. I specialize in providing technical support for electronic health record (EHR) systems. My background includes troubleshooting software and hardware issues specific to healthcare applications while ensuring compliance with HIPAA regulations. I have a proven track record of enhancing user experience by offering tailored training sessions and developing user-friendly documentation.

EXPERIENCE

HELP DESK SUPPORT SPECIALIST

HealthTech Innovations

2016 - Present

- Provided technical support for EHR systems to over 200 healthcare professionals, achieving a 98% satisfaction rate.
- Conducted training sessions for new software implementations, improving user adaptation by 30%.
- Resolved hardware issues with medical devices, minimizing downtime and ensuring patient care continuity.
- Developed user manuals and FAQs that reduced support tickets by 25%.
- Collaborated with software vendors to troubleshoot and enhance system functionalities.
- Participated in HIPAA compliance audits, ensuring all support practices met regulatory standards.

IT SUPPORT TECHNICIAN

City Hospital

2014 - 2016

- Managed help desk inquiries and provided timely support for over 500 users in a hospital setting.
- Assisted in the rollout of new EHR features, leading to a smoother transition for staff.
- Implemented a ticketing system that improved issue tracking and response times by 40%.
- Worked closely with clinical staff to address urgent technical issues, ensuring minimal impact on patient care.
- Created training materials that increased end-user engagement during software updates.
- Received recognition for outstanding problem-solving skills and dedication to patient care support.