MA

MICHAEL ANDERSON

HELP DESK TECHNICIAN

CONTACT

📞 (555) 234-5678

✉ michael.anderson@email.com

📍 San Francisco, CA

SKILLS

- Technical Support
- Healthcare IT
- Customer Service
- EHR Systems
- Compliance
- Training

LANGUAGES

- English
- Spanish
- French

EDUCATION

ASSOCIATE DEGREE IN INFORMATION TECHNOLOGY, COMMUNITY COLLEGE OF HEALTH, 2017

ACHIEVEMENTS

- Received the 'Above and Beyond' award for exceptional service during a system upgrade.
- Improved user satisfaction scores by 15% through targeted training sessions.
- Successfully implemented a new ticketing system that streamlined support operations.

PROFILE

Enthusiastic Help Desk Technician with a strong background in customer service and technical support within the healthcare industry. Over 4 years of experience resolving complex technical issues while ensuring compliance with healthcare regulations. Known for a proactive approach in troubleshooting and a commitment to maintaining patient confidentiality. Skilled in navigating electronic health record systems and providing training to medical staff.

EXPERIENCE

HELP DESK TECHNICIAN

HealthTech Solutions

2016 - Present

- Provided technical support to healthcare professionals, resolving IT issues related to EHR systems.
- Maintained a 98% resolution rate through effective troubleshooting and user training.
- Implemented feedback mechanisms to improve user experience and service delivery.
- Collaborated with clinical staff to ensure IT solutions met regulatory standards.
- Documented all support interactions in the ticketing system for tracking and reporting.
- Assisted in the rollout of new IT initiatives, including system upgrades and training sessions.

IT SUPPORT ASSOCIATE

Regional Medical Center

2014 - 2016

- Provided on-site support to staff for hardware and software-related issues.
- Achieved a response time of under 15 minutes for critical support requests.
- Conducted training for newly implemented software, resulting in a smoother transition.
- Collaborated with the network team to resolve connectivity issues promptly.
- Authored user manuals that simplified IT processes for non-technical staff.
- Participated in monthly audits to ensure compliance with IT policies and procedures.