MA

Michael
ANDERSON

IT INFRASTRUCTURE ANALYST

Detail-oriented Infrastructure Support Analyst with over 7 years of experience in the healthcare industry. Demonstrates expertise in managing IT infrastructures that support critical patient care systems. Committed to ensuring compliance with healthcare regulations and enhancing system security. Skilled in troubleshooting complex technical issues and providing exceptional support to healthcare professionals. Strong background in project management and team collaboration, dedicated to improving operational workflows through technology.

CONTACT

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- 📍 San Francisco, CA

SKILLS

- Healthcare IT
- System Security
- User Training
- Technical Support
- Project Management
- Regulatory Compliance

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN HEALTH INFORMATION MANAGEMENT

ACHIEVEMENTS

- Played a key role in a project that improved patient data access times by 30%.
- Recognized for outstanding service during departmental awards.
- Successfully led a team initiative to enhance IT security measures.

WORK EXPERIENCE

IT INFRASTRUCTURE ANALYST

HealthTech Innovations

2020 - 2025

- Managed IT infrastructure for a network of hospitals, ensuring 24/7 system availability.
- Implemented security protocols that reduced data breaches by 40%.
- Trained medical staff on new technologies, improving user adoption rates.
- Collaborated with cross-functional teams to streamline IT processes.
- Conducted regular system audits to ensure compliance with healthcare standards.
- Designed and deployed disaster recovery solutions to protect data integrity.

HELP DESK SUPPORT TECHNICIAN

City Health Services

2015 - 2020

- Provided first-level technical support for healthcare applications.
- Resolved over 100 support tickets weekly, achieving a 98% resolution rate.
- Assisted in the rollout of new electronic health record systems.
- Documented technical procedures for future reference and training.
- Participated in user feedback sessions to enhance system functionality.
- Coordinated with vendors for timely software updates and patches.