



Michael ANDERSON

INFRASTRUCTURE SUPPORT ENGINEER

Enthusiastic Infrastructure Support Engineer with over 7 years of experience in the healthcare sector, specializing in maintaining IT infrastructure to support critical healthcare applications. My expertise includes troubleshooting complex systems, ensuring optimal performance of medical devices, and implementing security protocols to protect sensitive patient information. I am skilled in working collaboratively with clinical and administrative staff to enhance IT services and support.

CONTACT

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- 📍 San Francisco, CA

SKILLS

- Healthcare IT
- System Audits
- User Training
- HIPAA Compliance
- Technical Support
- Troubleshooting

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF SCIENCE IN HEALTH
INFORMATION TECHNOLOGY, MEDICAL
UNIVERSITY, 2014**

ACHIEVEMENTS

- Implemented a new ticketing system that improved issue resolution time by 40%.
- Received 'Outstanding Service Award' for contributions to IT support in 2020.
- Successfully led a project to upgrade the hospital's network infrastructure.

WORK EXPERIENCE

INFRASTRUCTURE SUPPORT ENGINEER

HealthTech Solutions

2020 - 2025

- Managed IT infrastructure for a healthcare facility serving over 5,000 patients.
- Ensured compliance with HIPAA regulations through rigorous system audits.
- Provided technical support for medical staff, improving user satisfaction by 90%.
- Implemented a new electronic health record system, enhancing data accessibility.
- Collaborated with vendors to maintain and upgrade medical devices.
- Conducted training sessions for staff on new technologies and security practices.

IT SUPPORT SPECIALIST

Community Hospital

2015 - 2020

- Provided on-site and remote support for over 300 end users, resolving issues promptly.
- Maintained the integrity of healthcare applications and systems.
- Assisted in the rollout of new software updates, ensuring minimal disruption.
- Documented technical procedures and developed user manuals for staff.
- Participated in disaster recovery planning and execution.
- Supported the IT team in maintaining server performance and security.