



MICHAEL ANDERSON

IT INFRASTRUCTURE ANALYST

PROFILE

Results-driven IT Infrastructure Analyst with over 5 years of experience in the healthcare sector. I specialize in optimizing IT systems to enhance patient care and streamline operations. My background includes extensive work with electronic health records (EHR) systems, ensuring compliance with healthcare regulations while maintaining data integrity and security. I possess strong problem-solving skills and a proactive approach to identifying areas for improvement.

EXPERIENCE

IT INFRASTRUCTURE ANALYST

HealthTech Solutions

2016 - Present

- Improved EHR system uptime to 99.8% through proactive system monitoring and maintenance.
- Implemented new data security protocols, resulting in zero breaches over 2 years.
- Collaborated with medical staff to customize IT solutions that improved workflow efficiency by 30%.
- Led training sessions for staff on new software, increasing adoption rates by 50%.
- Conducted regular audits to ensure compliance with HIPAA regulations, enhancing patient data security.
- Managed vendor relationships to ensure timely delivery of IT services and equipment.

JUNIOR IT ANALYST

City Hospital

2014 - 2016

- Assisted in the migration of legacy systems to modern infrastructure, reducing downtime during transitions.
- Supported troubleshooting efforts for EHR issues, improving response times by 40%.
- Documented IT processes and workflows, creating a knowledge base for future reference.
- Facilitated communications between IT and clinical departments, enhancing service delivery.
- Participated in project planning for IT upgrades, contributing to successful implementations.
- Monitored system performance metrics, identifying trends to inform future improvements.

CONTACT

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SKILLS

- EHR Systems
- Data Security
- Compliance
- Project Management
- Technical Support
- Process Improvement

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN
INFORMATION TECHNOLOGY, HEALTH
INFORMATICS, UNIVERSITY OF HEALTH
SCIENCES, 2016

ACHIEVEMENTS

- Recognized for excellence in service delivery with a 'Star Performer' award in 2021.
- Successfully implemented a data backup system, ensuring data resilience and recovery.
- Achieved certification in Health Information Technology, enhancing professional skills.