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EXPERTISE SKILLS

- Healthcare IT
- EHR Systems
- Compliance
- User Support
- Data Analysis
- Documentation

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Bachelor of Science in Health Informatics, State University, 2016

REFERENCES

John Smith

Senior Manager, Tech Corp
john.smith@email.com

Sarah Johnson

Director, Innovation Labs
sarah.j@email.com

Michael Brown

VP Engineering, Solutions Inc
mbrown@email.com

MICHAEL ANDERSON

IT SERVICE DELIVERY ANALYST

Proactive IT Service Delivery Analyst with 5 years of experience in the healthcare industry. Specializes in ensuring the delivery of IT services that meet the needs of healthcare providers and patients. Strong understanding of healthcare regulations and compliance standards, with a focus on enhancing operational efficiency. Proficient in using IT management tools to monitor service performance and implement improvements.

PROFESSIONAL EXPERIENCE

HealthCare Tech Solutions

Mar 2018 - Present

IT Service Delivery Analyst

- Managed IT service delivery for electronic health record (EHR) systems, ensuring compliance with healthcare regulations.
- Worked with clinical staff to gather requirements and improve service delivery processes.
- Utilized data analytics tools to track service performance and identify areas for improvement.
- Developed and maintained documentation for IT service processes related to patient care.
- Facilitated training sessions for clinical staff on new IT systems and tools.
- Implemented feedback mechanisms to continuously enhance service quality based on user input.

City Health Services

Dec 2015 - Jan 2018

IT Support Analyst

- Provided technical support for healthcare IT systems, achieving a 90% user satisfaction rate.
- Assisted in the implementation of new IT solutions to improve patient data management.
- Documented IT service requests and resolutions, enhancing knowledge transfer within the team.
- Monitored system performance and proactively identified and resolved issues.
- Participated in the development of service delivery strategies tailored for healthcare applications.
- Collaborated with vendors to ensure timely delivery of IT services and support.

ACHIEVEMENTS

- Improved service response times by 20% through the implementation of new support processes.
- Received recognition for outstanding support provided during the rollout of a new EHR system.
- Contributed to a project that enhanced patient data access, resulting in improved care coordination.