



Michael ANDERSON

IT SERVICE OPERATIONS MANAGER

Experienced IT Service Management Specialist with a strong background in healthcare IT services. Over 6 years of experience in managing IT service operations, specifically within hospital environments. Proficient in leveraging technology to improve service delivery and patient outcomes. Proven ability to work collaboratively with clinical and administrative staff to implement effective IT solutions.

CONTACT

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SKILLS

- Healthcare IT
- ITIL
- Service Delivery
- Problem Solving
- Compliance
- Team Collaboration

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF SCIENCE IN HEALTH
INFORMATION MANAGEMENT,
MEDICAL UNIVERSITY**

ACHIEVEMENTS

- Streamlined IT service operations, reducing incident resolution times by 30%.
- Awarded the Excellence in Service award for contributions to IT service improvements.
- Successfully led a project that integrated new technologies, enhancing patient care delivery.

WORK EXPERIENCE

IT SERVICE OPERATIONS MANAGER

City Health Hospital

2020 - 2025

- Managed IT service operations ensuring compliance with healthcare regulations.
- Implemented ITIL processes that improved incident response times by 25%.
- Collaborated with clinical teams to identify and resolve IT-related issues impacting patient care.
- Oversaw the development of an IT service catalog to enhance service accessibility.
- Conducted training for staff on new technology and IT best practices.
- Improved patient satisfaction scores by 20% through effective IT service delivery.

SUPPORT ANALYST

Healthcare Solutions Group

2015 - 2020

- Provided IT support to healthcare providers and staff, ensuring minimal downtime.
- Utilized a ticketing system to manage and prioritize service requests efficiently.
- Assisted in the rollout of new electronic health record systems across departments.
- Conducted user training sessions to facilitate the adoption of new technologies.
- Maintained documentation of IT processes for compliance and auditing purposes.
- Achieved a 98% resolution rate for service tickets within defined SLAs.