MICHAEL ANDERSON

IT SUPPORT ANALYST

Phone: (555) 234-5678

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Address: San Francisco, CA

Website: www.michaelanderson.com

EXPERTISE SKILLS

- Healthcare IT
- EHR systems
- Data security
- Troubleshooting
- User training
- Documentation

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Bachelor of Science in Computer Science, HealthTech University, 2015

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

Detail-oriented IT Support Coordinator with over 6 years of experience in the healthcare sector. Experienced in managing IT support functions, ensuring compliance with healthcare regulations, and maintaining patient data security. Adept at troubleshooting issues related to electronic health records (EHR) systems, providing staff training, and optimizing IT infrastructure. Known for excellent communication skills and the ability to work collaboratively with clinical and administrative teams.

PROFESSIONAL EXPERIENCE

HealthFirst Medical Center
Mar 2018 - Present
IT Support Analyst

- Provided technical support for EHR systems, resolving issues for over 500 healthcare professionals.
- Conducted training sessions on new software and system upgrades to ensure compliance.
- Monitored system security and implemented measures to protect patient data.
- Assisted in the deployment of telehealth solutions during the pandemic.
- Collaborated with IT security teams to conduct risk assessments.
- Created user manuals and documentation to support staff in system navigation.

Wellness Clinic
Dec 2015 - Jan 2018
IT Technician

- Resolved hardware and software issues for clinical staff, ensuring minimal disruption to patient care.
- Maintained and updated IT inventory and asset management systems.
- Supported the implementation of a new patient management system.
- Assisted in network configuration and troubleshooting connectivity issues.
- Documented technical procedures to streamline future support efforts.
- Participated in team meetings to discuss system performance and user feedback.

ACHIEVEMENTS

- Improved EHR user satisfaction ratings by 30% through focused training.
- Successfully led a project to enhance system interoperability across departments.
- Recognized for outstanding service and commitment to patient care initiatives.