



MICHAEL ANDERSON

SENIOR IT SUPPORT SPECIALIST

PROFILE

Results-oriented IT Support Specialist with over 8 years of extensive experience in delivering high-quality technical support in the healthcare sector. My background combines a solid understanding of IT systems with a strong commitment to providing exceptional customer service. I have successfully managed IT support for multiple healthcare facilities, ensuring compliance with industry regulations and maintaining patient confidentiality.

EXPERIENCE

SENIOR IT SUPPORT SPECIALIST

Healthcare IT Solutions

2016 - Present

- Provided advanced technical support for over 500 healthcare professionals, ensuring timely issue resolution.
- Developed and maintained IT policies to meet HIPAA compliance standards, enhancing data security.
- Trained new staff on IT systems and procedures, improving onboarding efficiency by 30%.
- Managed the implementation of electronic health record systems across multiple facilities.
- Conducted regular system updates and maintenance, resulting in a 40% reduction in downtime.
- Collaborated with clinical staff to assess technology needs and optimize system usage.

IT SUPPORT TECHNICIAN

City Hospital

2014 - 2016

- Provided first-line support for IT issues in a busy hospital environment, managing over 50 tickets daily.
- Assisted in the rollout of new medical software, ensuring seamless adaptation by staff.
- Conducted training sessions on software updates, improving user confidence and efficiency.
- Collaborated with the IT team to enhance network security measures, reducing breaches by 35%.
- Maintained detailed logs of technical issues and resolutions, improving troubleshooting accuracy.
- Supported hardware upgrades for medical devices, ensuring compliance with safety standards.

CONTACT

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SKILLS

- Technical Support
- Healthcare IT
- HIPAA Compliance
- User Training
- Network Security
- EHR Implementation

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER SCIENCE, UNIVERSITY OF HEALTH SCIENCES, 2014

ACHIEVEMENTS

- Recognized for exceptional customer service with the Employee Excellence Award in 2021.
- Successfully led a project to upgrade the hospital's network infrastructure, improving speed by 60%.
- Implemented a feedback system resulting in a 25% increase in user satisfaction ratings.