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SKILLS

- Healthcare IT
- EHR Systems
- Technical Support
- User Training
- Compliance
- Documentation

EDUCATION

BACHELOR OF SCIENCE IN HEALTH INFORMATICS

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Developed a training program for new software that improved staff efficiency by 40%.
- Recognized for outstanding service delivery by the hospital administration.
- Contributed to a successful EHR implementation project ahead of schedule.

Michael Anderson

HEALTHCARE IT SUPPORT TECHNICIAN

Proactive IT Support Technician with over 6 years of experience in the healthcare sector, specializing in maintaining and supporting medical software and hardware systems. Skilled in collaborating with clinical staff to ensure efficient technology usage and adherence to regulatory standards. Proven ability to troubleshoot complex systems and provide timely resolutions to minimize downtime.

EXPERIENCE

HEALTHCARE IT SUPPORT TECHNICIAN

City Medical Center

2016 - Present

- Provided technical support for electronic health record (EHR) systems and medical devices.
- Conducted system updates and ensured compliance with healthcare regulations.
- Trained medical staff on using software applications to improve efficiency.
- Troubleshoot hardware issues for medical imaging equipment and workstations.
- Collaborated with IT teams to enhance data security and patient confidentiality.
- Documented support requests and resolutions to maintain compliance records.

IT SUPPORT SPECIALIST

HealthTech Solutions

2014 - 2016

- Managed help desk operations, addressing technical issues for healthcare professionals.
- Maintained and configured medical software, ensuring optimal performance.
- Assisted in the implementation of new healthcare systems and applications.
- Provided training for staff on new technologies and updates.
- Collaborated with vendors to resolve hardware and software issues quickly.
- Participated in IT strategy meetings to align technology with patient care goals.