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EXPERTISE SKILLS

- ITIL
- Healthcare IT
- Service Analytics
- User Training
- Project Management
- Communication

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Bachelor of Science in Health Information Management, University of Health Sciences, 2014

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

ITSM ANALYST

Dedicated ITSM Analyst with a background in healthcare IT, bringing over 6 years of experience in optimizing service management processes. Skilled in implementing ITIL frameworks to enhance service delivery and patient satisfaction. Strong analytical and problem-solving abilities, with a focus on using data to inform decision-making. Proven success in managing cross-departmental projects aimed at improving overall service efficiency.

PROFESSIONAL EXPERIENCE

HealthTech Innovations

Mar 2018 - Present

ITSM Analyst

- Led ITIL implementation projects that improved service response times by 40%.
- Monitored incident resolution metrics, achieving a 90% resolution rate within SLA.
- Developed and facilitated training programs for staff on new ITSM tools.
- Collaborated with clinical staff to ensure IT services met patient care needs effectively.
- Utilized analytics to identify service trends, leading to proactive issue resolution.
- Streamlined change management processes, reducing service disruptions by 30%.

City Hospital

Dec 2015 - Jan 2018

IT Support Specialist

- Provided direct support to healthcare staff on IT-related issues and requests.
- Assisted in the development of IT policies and procedures to enhance service delivery.
- Tracked and reported on service desk performance metrics to management.
- Participated in systems upgrades to ensure compliance with healthcare regulations.
- Implemented user training sessions for new software applications, improving user proficiency.
- Created documentation for IT support processes to enhance team efficiency.

ACHIEVEMENTS

- Improved patient satisfaction scores by implementing service enhancements.
- Recognized for excellence in service delivery during the annual performance review.
- Spearheaded a training initiative that increased staff competency in new IT systems by 25%.