Michael
ANDERSON

CONTACT

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📍 San Francisco, CA

NETWORK SUPPORT ANALYST

Dedicated Network Support Analyst with over 6 years of experience specializing in healthcare IT. Proven ability to ensure the security and integrity of sensitive data while supporting network operations. Expertise in troubleshooting complex network issues and implementing effective solutions under pressure. Strong understanding of HIPAA regulations as they pertain to networking and data management.

SKILLS

- Network security
- HIPAA compliance
- Technical support
- Healthcare IT
- Systems documentation
- Staff training

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN HEALTH INFORMATICS, UNIVERSITY OF FLORIDA, 2014

ACHIEVEMENTS

- Successfully led a project to upgrade network security measures, reducing breaches by 60%.
- Recognized with a service excellence award for outstanding support during a critical incident.
- Contributed to a significant increase in overall system uptime, achieving 99.8% availability.

WORK EXPERIENCE

NETWORK SUPPORT ANALYST
HealthTech Innovations

2020 - 2025

- Ensured compliance with HIPAA regulations by implementing robust network security measures.
- Provided support for network infrastructure in a 24/7 healthcare environment.
- Worked closely with medical staff to resolve connectivity issues impacting patient care.
- Conducted regular network audits to identify and mitigate potential risks.
- Documented network configurations and changes to maintain compliance records.
- Trained staff on secure data handling practices and network usage.

IT SUPPORT TECHNICIAN
City Hospital

2015 - 2020

- Provided technical support to medical staff, ensuring minimal disruption to operations.
- Assisted in the implementation of new networking systems for patient management.
- Monitored network systems for performance and security issues.
- Trained staff on new software and hardware as it related to networking.
- Documented support tickets and solutions for future reference.
- Participated in emergency response planning for network failures.