



Michael ANDERSON

PRODUCTION SUPPORT ANALYST

Detail-oriented Production Support Analyst with a strong focus on healthcare applications, bringing over 6 years of experience in supporting critical healthcare systems. Skilled in incident management and problem resolution, ensuring compliance with healthcare regulations and maintaining data integrity. Experienced in working with diverse teams to enhance application performance and user satisfaction.

CONTACT

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-  San Francisco, CA

SKILLS

- Healthcare Applications
- Compliance
- Incident Management
- User Training
- Problem Resolution
- Team Collaboration

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN HEALTH INFORMATION MANAGEMENT, UNIVERSITY OF HEALTH SCIENCES, 2014

ACHIEVEMENTS

- Improved system uptime to 99.9% through proactive monitoring and incident management.
- Led training initiatives that increased user adoption of new features by 40%.
- Recognized for exceptional performance in maintaining data integrity and security.

WORK EXPERIENCE

PRODUCTION SUPPORT ANALYST

HealthTech Solutions

2020 - 2025

- Provided support for electronic health record systems, ensuring high availability and compliance with HIPAA regulations.
- Facilitated incident management processes to resolve critical issues impacting patient care.
- Worked closely with IT and clinical teams to implement software updates and enhancements.
- Conducted root cause analysis for recurring issues, leading to long-term solutions.
- Maintained detailed documentation of system changes and incident resolutions.
- Trained end-users on new features and functionalities of healthcare applications.

SUPPORT ANALYST

Wellness Systems Inc.

2015 - 2020

- Provided technical support for health management software used by clinicians and administrative staff.
- Responded to user inquiries and resolved issues related to software usability.
- Collaborated with the development team to test new features before deployment.
- Documented user feedback and provided insights for product improvements.
- Assisted in the development of training materials for staff and end-users.
- Participated in compliance audits to ensure adherence to healthcare standards.