



# MICHAEL ANDERSON

## Production Support Engineer

Proficient Production Support Engineer with over 6 years of experience in the healthcare industry. Specializes in ensuring the operational integrity of healthcare applications and systems. Experienced in managing production support processes while adhering to regulatory compliance standards. Strong analytical and troubleshooting skills, with a focus on minimizing system downtime and enhancing user experience.

### WORK EXPERIENCE

#### Production Support Engineer

2020-2023

Healthcare Systems Corp.

- Monitored and maintained healthcare applications to ensure compliance with HIPAA regulations.
- Provided support for electronic health record systems, minimizing downtime and errors.
- Collaborated with clinical staff to identify and resolve issues impacting patient care.
- Documented incidents and resolutions, contributing to knowledge management.
- Implemented training for end-users, improving system adoption rates.
- Achieved a 20% reduction in reported incidents through proactive monitoring.

#### Technical Support Specialist

2019-2020

Patient Care Technologies

- Assisted in troubleshooting and resolving issues with healthcare software applications.
- Provided technical support to healthcare professionals, ensuring timely resolution of inquiries.
- Documented support requests and maintained accurate records of incidents.
- Participated in user training sessions to enhance understanding of software functionalities.
- Engaged with stakeholders to gather feedback for system improvements.
- Received recognition for outstanding customer service and support efficiency.

### ACHIEVEMENTS

- Enhanced user satisfaction ratings by 25% through improved support processes.
- Successfully led a project to upgrade critical healthcare systems with minimal disruption.
- Developed a best practices guide for system usage, increasing efficiency.

### CONTACT

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### EDUCATION

#### Bachelor of Science in Health Informatics

University of Health Sciences  
2016-2020

### SKILLS

- Healthcare Applications
- Troubleshooting
- Compliance
- User Training
- Documentation
- Customer Service

### LANGUAGES

- English
- Spanish
- French