



# MICHAEL ANDERSON

## SENIOR SERVICE DESK ANALYST

### CONTACT

- (555) 234-5678
- michael.anderson@email.com
- San Francisco, CA

### SKILLS

- Technical Support
- Healthcare IT
- Incident Management
- Training
- Communication
- EHR Systems

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

ASSOCIATE DEGREE IN COMPUTER SCIENCE, COMMUNITY COLLEGE, 2013

### ACHIEVEMENTS

- Received 'Outstanding Employee' award for exceptional service in 2021.
- Successfully reduced service desk ticket resolution times by 40% through process optimization.
- Implemented a user training program that improved software utilization by 50%.

### PROFILE

Results-oriented Service Desk Analyst with over 8 years of experience in delivering top-notch technical support in the healthcare industry. Adept at managing critical incidents and ensuring system availability to facilitate patient care and operational efficiency. My expertise includes working with electronic health record (EHR) systems and providing training to clinical staff, ensuring compliance with healthcare regulations.

### EXPERIENCE

#### SENIOR SERVICE DESK ANALYST

##### HealthTech Solutions

2016 - Present

- Led a team of 5 analysts in providing IT support to over 2,000 healthcare professionals.
- Implemented a new ticketing system that decreased response times by 30%.
- Conducted training sessions on EHR software, improving efficiency and reducing user errors.
- Developed incident management processes that improved issue resolution times by 25%.
- Monitored system performance and coordinated with IT teams to ensure uptime and reliability.
- Provided regular reports on service desk metrics to senior management for strategic planning.

#### SERVICE DESK TECHNICIAN

##### LifeCare Hospital

2014 - 2016

- Delivered technical support for medical devices and applications used by clinical staff.
- Troubleshoot software issues related to EHR systems, achieving a resolution rate of 90% on first contact.
- Assisted in the rollout of new software updates, ensuring minimal disruption to daily operations.
- Created user-friendly documentation and training materials for staff.
- Collaborated with clinical teams to gather feedback and improve IT services.
- Participated in disaster recovery planning and testing to ensure data integrity.