



MICHAEL ANDERSON

SYSTEMS SUPPORT ANALYST

CONTACT

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- San Francisco, CA

SKILLS

- EHR Systems
- Data Security
- User Training
- Compliance
- Troubleshooting
- System Audits

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF SCIENCE IN
INFORMATION TECHNOLOGY FROM
STATE UNIVERSITY, 2014**

ACHIEVEMENTS

- Improved system efficiency by implementing new workflows that saved 200 hours annually.
- Received commendation from management for exceptional problem-solving skills.
- Contributed to a project that enhanced patient data security, recognized in the annual audit.

PROFILE

Results-oriented Systems Support Analyst with 8 years of experience in the healthcare sector. Expert in analyzing system performance and providing solutions that enhance operational efficiency. Proven track record of improving system reliability and user satisfaction through effective troubleshooting and support strategies. Strong knowledge of EHR systems, data security, and compliance regulations.

EXPERIENCE

SYSTEMS SUPPORT ANALYST

HealthTech Solutions

2016 - Present

- Supported EHR systems, ensuring 99% uptime during peak operational hours.
- Developed performance reports that identified system bottlenecks, leading to a 35% improvement in response times.
- Trained over 100 healthcare staff on new software functionalities, enhancing user adoption.
- Conducted regular system audits to ensure compliance with healthcare regulations.
- Collaborated with vendors to resolve complex technical issues, maintaining strong partnerships.
- Implemented security protocols that reduced data breaches by 60%.

IT SUPPORT TECHNICIAN

City Medical Center

2014 - 2016

- Troubleshoot and resolved hardware and software issues for over 300 users.
- Assisted in the integration of new medical devices into existing systems.
- Monitored system performance and provided recommendations for upgrades.
- Participated in a team initiative to streamline IT support processes, reducing service request turnaround time by 20%.
- Provided on-call support during critical situations, ensuring patient care continuity.
- Maintained inventory of IT equipment, ensuring compliance with budget constraints.