



# MICHAEL ANDERSON

## Technical Support Engineer

Dedicated Technical Support Engineer with over 9 years of experience in the healthcare industry, specializing in supporting healthcare software applications. Known for delivering exceptional customer service and technical expertise to ensure compliance with industry standards. Strong communicator and collaborator, effectively liaising between technical teams and healthcare professionals. Proven ability to manage multiple projects while ensuring high-quality service delivery.

### CONTACT

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

### EDUCATION

#### Bachelor of Science in Health Information Management

University of Health Sciences  
2010

### SKILLS

- Healthcare software support
- Customer training
- Compliance
- Troubleshooting
- Communication
- Project management

### LANGUAGES

- English
- Spanish
- French

### WORK EXPERIENCE

#### Technical Support Engineer

2020-2023

HealthTech Innovations

- Provided support for electronic health record (EHR) systems, assisting healthcare providers with technical issues.
- Trained healthcare staff on software usage, resulting in improved operational efficiency.
- Collaborated with product teams to implement software updates in response to user feedback.
- Maintained detailed logs of support interactions to identify recurring issues and trends.
- Conducted system audits to ensure compliance with HIPAA regulations.
- Awarded 'Best Support Team' recognition for outstanding service and teamwork.

#### Support Technician

2019-2020

Care Solutions Inc.

- Handled inquiries from healthcare providers regarding software functionality and troubleshooting.
- Developed FAQs and training resources for end-users to enhance support efficiency.
- Participated in user testing for new software features, providing critical feedback for improvements.
- Monitored user adoption and engagement metrics to identify areas for enhancement.
- Collaborated with IT teams to resolve technical issues impacting patient care.
- Recognized for exceptional service delivery in a high-stress environment.

### ACHIEVEMENTS

- Reduced support response times by 25% through improved ticket handling processes.
- Developed training programs that increased software proficiency among healthcare staff.
- Awarded 'Top Performer' for exceeding service delivery goals consistently.