



Phone: (555) 234-5678

Email: michael.anderson@email.com

Address: San Francisco, CA

Website: www.michaelanderson.com

EXPERTISE SKILLS

- EHR Systems
- Technical Support
- User Training
- Problem Solving
- Regulatory Knowledge
- Communication Skills

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Bachelor of Science in Health Information Management

REFERENCES

John Smith

Senior Manager, Tech Corp
john.smith@email.com

Sarah Johnson

Director, Innovation Labs
sarah.j@email.com

Michael Brown

VP Engineering, Solutions Inc
mbrown@email.com

MICHAEL ANDERSON

TECHNICAL SUPPORT SPECIALIST

Highly skilled Technical Support Specialist with over 6 years of experience in the healthcare technology sector. I possess a unique blend of technical knowledge and interpersonal skills that enables me to provide exceptional support to healthcare professionals. My expertise includes troubleshooting electronic health record (EHR) systems and medical software applications. I understand the critical nature of technology in healthcare and am committed to ensuring seamless operations for users.

PROFESSIONAL EXPERIENCE

HealthTech Solutions

Mar 2018 - Present

Technical Support Specialist

- Provided support for EHR systems to over 300 healthcare facilities, maintaining a 97% satisfaction rate.
- Diagnosed and resolved software issues using remote diagnostic tools and ticketing systems.
- Conducted training sessions for healthcare staff on new software functionalities and best practices.
- Collaborated with IT teams to implement system upgrades and enhancements, improving performance.
- Managed escalated support cases, ensuring timely and effective resolutions for critical issues.
- Created and maintained user documentation and FAQs to facilitate self-service support.

MediCare Technologies

Dec 2015 - Jan 2018

Support Technician

- Assisted users with technical queries related to medical software applications.
- Utilized ticketing software to track and prioritize support requests, ensuring timely follow-up.
- Participated in software testing and quality assurance processes to identify potential issues.
- Facilitated communication between users and development teams to enhance software functionalities.
- Received commendations for outstanding user support and troubleshooting abilities.
- Maintained knowledge of regulatory requirements affecting healthcare technology.

ACHIEVEMENTS

- Successfully reduced support ticket resolution time by 25% through process improvements.
- Recognized for outstanding service with a 'Customer Hero' award for three consecutive quarters.
- Developed training materials that improved user onboarding and reduced initial support queries by 40%.