MA

MICHAEL ANDERSON

SENIOR TECHNICAL TRAINER

CONTACT

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SKILLS

- Curriculum Development
- Healthcare Technology
- Instructional Media
- Coaching
- Data Analysis
- Regulatory Compliance

LANGUAGES

- English
- Spanish
- French

EDUCATION

MASTER OF HEALTH INFORMATICS, UNIVERSITY OF HEALTH SCIENCES, 2012

ACHIEVEMENTS

- Led a training initiative that improved EHR system usage by 50% across the organization.
- Recognized as 'Trainer of the Year' by the Health Technology Association in 2021.
- Successfully reduced training costs by 15% through the adoption of digital learning tools.

PROFILE

Results-oriented Technical Training Quality Specialist with more than 10 years of experience in the healthcare technology industry. Expertise in designing comprehensive training programs that enhance staff competencies and improve patient care through technology adoption. Demonstrated ability to assess training needs and develop targeted curricula that address specific skill gaps. Strong background in utilizing various instructional media and technologies to deliver engaging training experiences.

EXPERIENCE

SENIOR TECHNICAL TRAINER

HealthTech Solutions

2016 - Present

- Developed training programs for new electronic health record (EHR) systems, achieving a 95% user satisfaction rating.
- Led a team of trainers to deliver over 100 training sessions across multiple facilities.
- Utilized analytics to evaluate training effectiveness and make data-driven improvements.
- Conducted one-on-one coaching sessions for staff requiring additional support.
- Collaborated with IT to troubleshoot and resolve technical issues during training sessions.
- Implemented continuous feedback loops to refine training materials based on user input.

TRAINING MANAGER

CareTech Innovations

2014 - 2016

- Managed a training team responsible for onboarding new employees in technical roles.
- Designed and implemented a mentorship program that improved knowledge transfer and retention.
- Evaluated training programs annually and adjusted content to meet changing regulatory requirements.
- Created multimedia training resources, including videos and interactive modules.
- Facilitated workshops on emerging medical technologies for healthcare professionals.
- Achieved a 30% increase in training completion rates through targeted engagement strategies.