

# MICHAEL ANDERSON

Digital Services Coordinator

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Dedicated urban development professional with a focus on digital transformation within city services. Skilled in leveraging technology to improve operational efficiencies and enhance citizen engagement. Committed to fostering a culture of innovation and collaboration among city departments. Strong analytical capabilities facilitate the identification of opportunities for service improvement through digital tools.

## WORK EXPERIENCE

### Digital Services Coordinator | City Digital Services

Jan 2022 – Present

- Coordinated the implementation of a citywide online service portal.
- Engaged with community members to gather feedback on digital service improvements.
- Monitored project progress, ensuring adherence to timelines and budgets.
- Developed training materials for city staff on new digital platforms.
- Analyzed service usage data to inform enhancements and updates.
- Collaborated with IT to ensure system security and data integrity.

### Urban Technology Analyst | City Innovations Group

Jul 2019 – Dec 2021

- Conducted research on best practices for urban digital initiatives.
- Assisted in the development of data management systems for city operations.
- Gathered and analyzed user data to inform project direction.
- Supported outreach efforts to promote digital services among residents.
- Prepared presentations for city leadership on project findings and recommendations.
- Collaborated with cross-functional teams to enhance service delivery.

## SKILLS

Digital Services

Project Management

Community Engagement

Data Analysis

Urban Development

Technology Integration

## EDUCATION

### Bachelor of Arts in Urban Studies

2015 – 2019

University of Urban Development

## ACHIEVEMENTS

- Successfully launched a digital service portal that increased access by 50%.
- Received commendation from city leadership for outstanding project management.
- Developed a community engagement strategy that improved feedback collection.

## LANGUAGES

English

Spanish

French