



MICHAEL ANDERSON

DIGITAL BANKING PROJECT MANAGER

CONTACT

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- San Francisco, CA

SKILLS

- Project Management
- Agile Methodologies
- Financial Technology
- Customer Service
- Data Analysis
- Regulatory Compliance

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY, STANFORD UNIVERSITY, 2017

ACHIEVEMENTS

- Successfully led a project that enhanced digital banking functionalities, resulting in a 30% increase in customer retention.
- Received 'Excellence in Service' award for outstanding contributions to client satisfaction.
- Played a key role in launching a digital marketing campaign that increased online account openings by 40%.

PROFILE

Dynamic Digital Banking Specialist with a robust background in financial technology and customer-centric service models. Expertise in crafting innovative digital solutions aimed at enhancing operational efficiencies and fostering customer loyalty. Demonstrated ability to lead cross-functional teams in high-pressure environments while delivering projects on time and within budget. Strong analytical skills utilized to interpret complex data sets and drive informed decision-making.

EXPERIENCE

DIGITAL BANKING PROJECT MANAGER

TechBank Solutions

2016 - Present

- Managed end-to-end project lifecycle for the development of a cloud-based banking platform, resulting in a 35% reduction in operational costs.
- Coordinated with stakeholders to gather and analyze requirements for new digital services.
- Oversaw budget management and resource allocation for multiple concurrent projects.
- Implemented agile methodologies to enhance project delivery speed and team collaboration.
- Developed training materials for staff on new digital banking tools.
- Conducted risk assessments to identify potential project challenges and developed mitigation strategies.

DIGITAL BANKING OPERATIONS SPECIALIST

United Financial Group

2014 - 2016

- Streamlined digital banking operations, increasing efficiency by 20% through process enhancements.
- Provided technical support for online banking platforms, resolving issues in a timely manner.
- Collaborated with marketing teams to promote new digital banking features, enhancing customer uptake.
- Implemented feedback loops with customers to refine digital offerings.
- Contributed to the design of user experience improvements for online banking interfaces.
- Participated in regulatory compliance audits, ensuring adherence to industry standards.