MA

Michael
ANDERSON

PROGRAM DIRECTOR, DIGITAL INITIATIVES

Strategic Digital Government Program Manager with a proven record of leveraging technology to enhance public service delivery. Extensive experience in project management, stakeholder engagement, and change management within government sectors. Skilled in analyzing complex problems and developing innovative solutions that drive efficiency and effectiveness. Demonstrated ability to lead cross-functional teams in the execution of digital initiatives that align with organizational goals.

CONTACT

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- San Francisco, CA

SKILLS

- Change Management
- Project Leadership
- Stakeholder Relations
- User Research
- Financial Management
- Digital Literacy

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF ARTS IN PUBLIC ADMINISTRATION, UNIVERSITY OF MICHIGAN

ACHIEVEMENTS

- Achieved a 20% reduction in service delivery costs through digital efficiencies.
- Recipient of the Provincial Innovation Award for outstanding contributions to digital governance.
- Increased community engagement in digital platforms by 50% through targeted outreach.

WORK EXPERIENCE

PROGRAM DIRECTOR, DIGITAL INITIATIVES

Provincial Government

2020 - 2025

- Directed the implementation of a digital service strategy, resulting in a 55% increase in user satisfaction.
- Led a team of 15 in managing multiple digital projects simultaneously.
- Developed partnerships with technology firms to enhance service offerings.
- Utilized user research to inform project development and implementation.
- Presented strategic recommendations to senior leadership.
- Monitored project budgets, ensuring financial accountability.

DIGITAL PROGRAM MANAGER

Regional Development Agency

2015 - 2020

- Oversaw the launch of an online portal for community services, increasing accessibility by 70%.
- Coordinated with various departments to integrate services into a unified platform.
- Developed training programs for staff on new digital systems.
- Analyzed user feedback to drive continuous improvement.
- Created reports on project outcomes for stakeholders.
- Led initiatives to promote digital literacy among community members.