



MICHAEL ANDERSON

Digital Services Manager

Experienced Digital Government Program Manager with a strong commitment to advancing public service delivery through effective technology solutions. Expertise in project management, stakeholder collaboration, and policy implementation, ensuring that digital initiatives align with the strategic goals of governmental organizations. Proven track record of successfully managing large-scale digital projects that enhance citizen engagement and operational efficiency.

CONTACT

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- San Francisco, CA

EDUCATION

Bachelor of Science in Public Policy

New York University
2016-2020

SKILLS

- Project Management
- Stakeholder Collaboration
- Policy Implementation
- User Research
- Budget Management
- Digital Services

LANGUAGES

- English
- Spanish
- French

WORK EXPERIENCE

Digital Services Manager

2020-2023

State Department

- Managed a portfolio of digital services, achieving a 40% increase in accessibility.
- Led a team to develop a new online platform for citizen engagement.
- Facilitated stakeholder workshops to identify user needs.
- Implemented performance metrics to assess service effectiveness.
- Coordinated with compliance teams to ensure regulatory adherence.
- Produced strategic communications to inform the public about digital services.

Senior Project Manager, e-Government

2019-2020

City Administration

- Oversaw the launch of an e-Government service portal, enhancing user satisfaction by 35%.
- Developed project plans and timelines, ensuring project milestones were met.
- Conducted user research to inform service design and delivery.
- Monitored project budgets, achieving a 15% cost reduction.
- Engaged with community stakeholders to gather feedback on digital services.
- Presented project outcomes to city officials, ensuring transparency.

ACHIEVEMENTS

- Received the Digital Excellence Award for outstanding service delivery.
- Increased public awareness of digital services by 50% through outreach initiatives.
- Achieved a 25% improvement in service efficiency through digital enhancements.