



# Michael ANDERSON

## DIGITAL PROGRAM DIRECTOR

Strategic Digital Insurance Platforms Manager with a proven ability to drive digital transformation initiatives that align with corporate objectives and enhance competitive positioning. Commanding expertise in project management, operational efficiency, and customer experience optimization within the insurance industry. Skilled in leveraging advanced technologies to create innovative solutions that address complex business challenges.

### CONTACT

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- 📍 San Francisco, CA

### SKILLS

- Project Management
- Operational Excellence
- Customer Engagement
- Market Analysis
- Digital Solutions
- Team Leadership

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

**MASTER OF BUSINESS  
ADMINISTRATION, STRATEGIC  
MANAGEMENT - UNIVERSITY OF  
CHICAGO**

### ACHIEVEMENTS

- Awarded "Best Digital Project" at the Global Insurance Summit in 2021.
- Achieved a 60% increase in digital adoption among clients through innovative outreach strategies.
- Successfully implemented a new digital onboarding process that reduced time by 50%.

### WORK EXPERIENCE

#### DIGITAL PROGRAM DIRECTOR

Global Insurance Partners

2020 - 2025

- Directed digital transformation initiatives that resulted in a 45% increase in customer retention rates.
- Managed a portfolio of digital projects with a budget exceeding \$5 million.
- Implemented a CRM system that improved client engagement and satisfaction.
- Facilitated cross-departmental collaboration to enhance project outcomes.
- Utilized performance metrics to assess project impact and inform future strategies.
- Organized training sessions to enhance digital skills among employees.

#### SENIOR BUSINESS ANALYST

Insurance Solutions Group

2015 - 2020

- Conducted comprehensive market analysis to support digital product development.
- Collaborated with IT teams to ensure the successful implementation of digital solutions.
- Developed business cases for new digital initiatives, securing funding and resources.
- Analyzed customer feedback to enhance product features and usability.
- Presented findings to senior management, influencing strategic direction.
- Led workshops to identify process improvements and efficiency gains.