



# MICHAEL ANDERSON

## E-GOVERNANCE ANALYST

### PROFILE

Strategic E-Governance Specialist with a robust background in public administration and extensive experience in digital service implementation. Expertise lies in developing frameworks that enhance governmental transparency and accountability through technology. Demonstrated ability to manage diverse teams and projects, ensuring alignment with strategic objectives. Skilled in stakeholder engagement and building partnerships that foster collaborative governance.

### EXPERIENCE

#### E-GOVERNANCE ANALYST

##### City of New York

2016 - Present

- Analyzed existing governmental processes to recommend digital enhancements, improving efficiency by 20%.
- Developed user feedback mechanisms to inform ongoing digital service improvements.
- Conducted training sessions for city employees on new digital tools and platforms.
- Collaborated with IT teams to ensure seamless integration of digital services.
- Produced comprehensive reports on e-governance trends and best practices.
- Engaged with community stakeholders to gather input on service delivery needs.

#### DIGITAL SERVICES COORDINATOR

##### State Government of California

2014 - 2016

- Led the transformation of state services to a digital-first model, increasing access for over 2 million residents.
- Implemented a comprehensive digital communication strategy, enhancing outreach efforts.
- Monitored and reported on key performance indicators related to digital service usage.
- Fostered interdepartmental collaboration to align digital initiatives with statewide goals.
- Developed training materials for staff to support the transition to digital service delivery.
- Championed initiatives to improve digital accessibility for individuals with disabilities.

### CONTACT

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### SKILLS

- Digital Strategy
- Process Improvement
- Stakeholder Collaboration
- Data Management
- Public Policy
- Community Engagement

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

BACHELOR OF ARTS IN PUBLIC ADMINISTRATION, UNIVERSITY OF SOUTHERN CALIFORNIA

### ACHIEVEMENTS

- Received the 'Excellence in Public Service Award' for innovative digital solutions.
- Increased digital service adoption rates by 50% within one year.
- Developed a framework for evaluating digital service impact, adopted statewide.