MA

Michael
ANDERSON

DIGITAL BANKING PROGRAM MANAGER

CONTACT

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📍 San Francisco, CA

SKILLS

- Digital Transformation
- Customer Engagement
- Project Management
- Team Leadership
- User Experience
- Stakeholder Collaboration

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY, UNIVERSITY OF CALIFORNIA, BERKELEY

ACHIEVEMENTS

- Increased digital service adoption by 60% through innovative project initiatives.
- Awarded 'Best Project of the Year' for outstanding contributions to product development.
- Achieved a 50% reduction in project turnaround time through process enhancements.

Visionary Financial Platforms Program Manager with a passion for leveraging technology to drive business transformation in the retail banking sector. Recognized for a unique ability to bridge the gap between technical teams and business stakeholders, ensuring alignment on project goals and objectives. Proven experience in managing the entire project lifecycle from inception through execution, with a focus on enhancing customer experience and operational efficiency.

WORK EXPERIENCE

DIGITAL BANKING PROGRAM MANAGER

Retail Banking Innovations

2020 - 2025

- Led the transformation of the retail banking platform, achieving a 45% increase in online transactions.
- Managed a diverse team of developers and designers to deliver user-centric financial products.
- Executed marketing strategies that enhanced customer engagement by 30%.
- Developed project timelines and budgets, ensuring adherence to financial targets.
- Utilized customer feedback to inform product improvements and enhancements.
- Presented project outcomes to the executive team, highlighting successes and lessons learned.

PROJECT COORDINATOR

NextGen Financial Services

2015 - 2020

- Coordinated project schedules and resources for the development of a mobile banking app.
- Facilitated communication among project teams to ensure alignment and clarity.
- Assisted in the creation of user stories and requirements documentation.
- Monitored project progress and reported status to stakeholders.
- Organized user testing sessions to gather feedback on app functionality.
- Maintained project documentation and artifacts throughout the project lifecycle.