



MICHAEL ANDERSON

Digital Transformation Manager

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SUMMARY

Strategic and results-oriented Government Digital Operations Lead with over a decade of experience in enhancing governmental processes through innovative digital solutions. Demonstrated expertise in leveraging technology to streamline operations, improve service delivery, and ensure compliance with regulatory frameworks. Proven track record in managing cross-functional teams to implement large-scale digital transformation projects that drive efficiency and citizen engagement.

WORK EXPERIENCE

Digital Transformation Manager Department of Digital Services

Jan 2023 - Present

- Led the implementation of a state-wide digital service platform, enhancing user accessibility and engagement.
- Coordinated with IT and project management teams to ensure timely delivery of digital initiatives.
- Conducted user research to identify pain points and develop tailored solutions for citizen services.
- Developed comprehensive training programs to upskill staff on new digital tools and systems.
- Managed a budget exceeding \$2 million for digital projects, ensuring cost-effectiveness.
- Established performance metrics to evaluate the success of digital transformation efforts.

IT Project Coordinator City Government

Jan 2020 - Dec 2022

- Oversaw the integration of cloud-based applications to enhance interdepartmental communication.
 - Facilitated workshops with stakeholders to gather requirements for new digital initiatives.
 - Implemented project management methodologies to streamline workflow and improve project outcomes.
 - Collaborated with external vendors to deploy technology solutions within budget and timeline.
 - Monitored and reported on project progress, ensuring alignment with strategic objectives.
 - Provided technical support and guidance to teams during digital tool adoption.
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EDUCATION

Master of Public Administration, Harvard University

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Digital Transformation, Project Management, Stakeholder Engagement, Data Analysis, Cloud Computing, Budget Management
- **Awards/Activities:** Successfully reduced operational costs by 30% through the adoption of digital tools.
- **Awards/Activities:** Recognized with the Government Innovation Award for outstanding contributions to digital services.
- **Awards/Activities:** Increased citizen satisfaction scores by 25% following digital service launches.
- **Languages:** English, Spanish, French