



MICHAEL ANDERSON

SENIOR DIGITAL STRATEGIST

CONTACT

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SKILLS

- Digital Strategy
- User Experience
- Data Analytics
- Stakeholder Collaboration
- Service Design
- Performance Measurement

LANGUAGES

- English
- Spanish
- French

EDUCATION

MASTER OF SCIENCE IN INFORMATION TECHNOLOGY, UNIVERSITY OF CALIFORNIA

ACHIEVEMENTS

- Increased digital service usage by 40% through targeted outreach initiatives.
- Received the Excellence in Public Service Award for innovative digital solutions.
- Implemented a data-driven approach that improved service efficiency by 35%.

PROFILE

Visionary Government Digital Operations Lead with extensive experience in public sector innovation and technology integration. Expertise lies in orchestrating complex digital projects that enhance operational efficiencies and improve public service delivery. A collaborative leader skilled in engaging diverse stakeholders and fostering a culture of continuous improvement. Proven ability to navigate the challenges of governmental operations while implementing cutting-edge digital solutions that align with strategic priorities.

EXPERIENCE

SENIOR DIGITAL STRATEGIST

Federal Agency for Digital Services

2016 - Present

- Directed the development and execution of a national digital strategy aimed at enhancing service delivery.
- Facilitated cross-agency collaboration to promote the sharing of best practices in digital operations.
- Analyzed user data to identify trends and inform the design of digital services.
- Developed partnerships with technology firms to pilot innovative solutions for public sector challenges.
- Oversaw a team of digital professionals to ensure project alignment with agency objectives.
- Presented strategic recommendations to senior leadership based on performance metrics and user feedback.

DIGITAL OPERATIONS ANALYST

State Government

2014 - 2016

- Evaluated existing digital services and recommended enhancements to improve usability.
- Conducted training sessions for staff on emerging digital tools and platforms.
- Collaborated with IT departments to resolve technical issues impacting service delivery.
- Utilized analytics tools to track user engagement and service performance.
- Supported the development of user-centered design processes for digital initiatives.
- Assisted in the preparation of reports to communicate project outcomes and insights.