Michael Anderson

DIRECTOR OF IT INFRASTRUCTURE

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SKILLS

- IT management
- project oversight
- service delivery improvement
- vendor relations
- team leadership
- strategic planning

EDUCATION

MASTER'S IN PUBLIC ADMINISTRATION, FLORIDA INTERNATIONAL UNIVERSITY

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Received the Excellence in Government Award for outstanding IT service delivery.
- Successfully implemented a project that improved public safety response times by 25%.
- Awarded for innovative solutions that enhanced operational efficiency.

Dynamic Government IT Infrastructure Manager with a robust background in managing and optimizing IT systems within governmental organizations, offering over 14 years of experience. Skilled in identifying opportunities for technological advancement and implementing solutions that enhance operational efficiency and service delivery. Exceptional leadership abilities demonstrated through the management of diverse teams and complex projects, ensuring alignment with organizational missions and compliance with regulatory standards.

EXPERIENCE

DIRECTOR OF IT INFRASTRUCTURE

Miami-Dade County

2016 - Present

- Oversaw IT infrastructure for a population of over 2 million, ensuring high availability and performance.
- Developed and executed IT strategic plans that aligned with county goals.
- Implemented a new IT service management framework, improving service delivery by 30%.
- Managed a team of 25 IT specialists, focusing on professional development and performance improvement.
- Established partnerships with technology vendors to enhance service capabilities.
- Conducted regular reviews of IT systems, identifying and addressing potential improvements.

IT PROJECT COORDINATOR

City of Philadelphia

2014 - 2016

- Coordinated IT projects focused on enhancing public safety communications.
- Assisted in the implementation of advanced data analytics tools to improve decision-making.
- Facilitated training for staff on new technology tools and systems.
- Monitored project timelines and budgets, ensuring compliance with city regulations.
- Collaborated with cross-functional teams to ensure project objectives were met.
- Supported the development of IT strategic initiatives to support city goals.