

# MICHAEL ANDERSON

Senior IT Infrastructure Manager

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Strategic and detail-oriented Government IT Infrastructure Manager with over a decade of experience in overseeing the deployment, management, and optimization of IT infrastructure within government entities. Demonstrates a profound understanding of governmental protocols and the necessity for compliance with regulatory standards. Proven track record in leading cross-functional teams to implement innovative technologies that enhance operational efficiency and security.

## WORK EXPERIENCE

### Senior IT Infrastructure Manager | Department of Technology Services

Jan 2022 – Present

- Directed the strategic planning and implementation of IT infrastructure projects across multiple government departments.
- Managed a budget exceeding \$5 million, ensuring cost-effective procurement and resource allocation.
- Oversaw the migration of legacy systems to cloud-based solutions, improving system reliability and accessibility.
- Collaborated with cybersecurity teams to develop and enforce security protocols, reducing vulnerabilities by 30%.
- Facilitated training sessions for over 100 staff members on new technologies and systems, enhancing user proficiency.
- Led a team of 15 IT professionals in daily operations, fostering a collaborative and high-performance work environment.

### IT Infrastructure Analyst | City Municipal Services

Jul 2019 – Dec 2021

- Assisted in the development and execution of IT infrastructure strategies, aligning with city-wide initiatives.
- Conducted comprehensive audits of existing IT systems, identifying areas for optimization and cost savings.
- Implemented disaster recovery plans, ensuring business continuity and data integrity.
- Managed vendor relationships and service contracts, achieving a 20% reduction in service costs.
- Supported the deployment of a city-wide wireless infrastructure, enhancing connectivity for citizens and city services.
- Provided technical support and troubleshooting for over 500 end-users, maintaining high user satisfaction rates.

## SKILLS

IT infrastructure management project management budget management cybersecurity cloud computing  
vendor management

## EDUCATION

### Master of Science in Information Technology

2014; Bachelor of Science in Computer Science

University of Maryland

## ACHIEVEMENTS

- Successfully led a city-wide IT infrastructure overhaul that resulted in a 40% increase in operational efficiency.
- Recognized with the 'Excellence in Public Service' award for outstanding leadership in technology implementation.
- Achieved a 98% satisfaction rate in annual stakeholder surveys regarding IT service delivery.

## LANGUAGES

English Spanish French