MA

MICHAEL ANDERSON

Digital Transformation Manager

CONTACT

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EDUCATION

Master of Public Policy
Georgetown University
2016-2020

SKILLS

- digital transformation
- project management
- stakeholder engagement
- user research
- technology implementation
- process optimization

LANGUAGES

- English
- Spanish
- French

A strategic and detail-oriented Government Program Officer with a focus on technology and digital transformation in public service. Expertise in managing technology-driven projects that enhance service delivery and operational efficiency within government agencies. Proficient in stakeholder management and cross-departmental collaboration to drive innovation and improve user experiences. Recognized for a proactive approach to problem-solving and process optimization, ensuring alignment with technological advancements and public needs.

WORK EXPERIENCE

Digital Transformation Manager
2020-2023
City Government

- Led digital initiatives to improve citizen engagement and service access.
- Managed a team of IT professionals to implement technology solutions.
- Conducted user research to inform technology development and enhancements.
- Secured $1.5 million in funding for digital projects.
- Developed training programs for staff on new technologies and platforms.
- Collaborated with other departments to streamline service delivery.

IT Project Coordinator
2019-2020
State Department of Technology

- Coordinated IT projects to improve government service delivery.
- Managed project timelines and budgets, ensuring compliance with regulations.
- Facilitated workshops to gather requirements from stakeholders.
- Monitored project progress and reported on outcomes to senior management.
- Developed user manuals and documentation for new systems.
- Collaborated with vendors to implement technology solutions.

★ ACHIEVEMENTS

- Successfully launched a digital platform that improved service delivery time by 40%.
- Recognized with the Innovation in Government Award for outstanding project leadership.
- Increased citizen satisfaction ratings for online services by 25%.