MA

MICHAEL ANDERSON

User Experience Lead

📞 CONTACT

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📍 San Francisco, CA

🎓 EDUCATION

Bachelor of Arts in Graphic Design

Design Institute

2015

⭐ SKILLS

- User Experience Design
- Design Thinking
- Stakeholder Engagement
- Prototyping
- Usability Testing
- Digital Accessibility

🗣 LANGUAGES

- English
- Spanish
- French

Transformational GovTech Officer with a strong emphasis on user experience and design thinking in public service delivery. Expertise in creating intuitive digital interfaces that enhance citizen engagement and accessibility. Proven ability to lead cross-functional teams in the design and implementation of user-centered technology solutions. Recognized for advocating for inclusivity and accessibility in digital services, ensuring that all citizens have equitable access to government resources.

💼 WORK EXPERIENCE

User Experience Lead   2020-2023

National Service Design Agency

- Led the design of a citizen portal that increased user satisfaction scores by 40%.
- Conducted user research to identify pain points in existing digital services.
- Developed interactive prototypes to test and refine design concepts.
- Facilitated co-design workshops with citizens to gather feedback on service improvements.
- Collaborated with developers to ensure design fidelity during implementation.
- Established usability testing protocols to continuously improve digital services.

Digital Services Designer   2019-2020

City Government

- Designed user-friendly interfaces for various online government services, increasing accessibility.
- Conducted user testing sessions to gather feedback and make iterative improvements.
- Developed style guides and design systems to ensure consistency across digital platforms.
- Collaborated with cross-functional teams to align design goals with organizational objectives.
- Presented design concepts to stakeholders, securing buy-in for new initiatives.
- Managed projects from concept through to implementation, ensuring user needs were met.

⭐ ACHIEVEMENTS

- Improved digital service usage by 50% through enhanced user interface design.
- Awarded the Design Excellence Award for outstanding user-centered design.
- Increased accessibility compliance ratings by 30% across government services.