MA

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Website: www.michaelanderson.com

EXPERTISE SKILLS

- Digital Transformation
- User-Centered Design
- Budget Management
- Stakeholder Collaboration
- Usability Testing
- Performance Assessment

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Master of Science in Information Systems, University of Washington

REFERENCES

John Smith
Senior Manager, Tech Corp
john.smith@email.com

Sarah Johnson
Director, Innovation Labs
sarah.j@email.com

Michael Brown
VP Engineering, Solutions Inc
mbrown@email.com

MICHAEL ANDERSON

DIGITAL STRATEGY MANAGER

Visionary GovTech Program Manager with a decade of experience in driving digital transformation initiatives within municipal governments. Renowned for a keen ability to harness technology to foster transparency, accountability, and enhanced public service delivery. This professional possesses a rich blend of project management expertise and deep understanding of government operations, enabling the design and execution of programs that meet both citizen needs and regulatory requirements.

PROFESSIONAL EXPERIENCE

Los Angeles County   *Mar 2018 - Present*
Digital Strategy Manager

- Developed and implemented a digital strategy that increased online service usage by 70%.
- Collaborated with cross-functional teams to design user-centered technology solutions.
- Conducted usability testing and gathered feedback to refine digital platforms.
- Managed a budget of $5 million for technology enhancements and digital initiatives.
- Presented strategic plans to county leadership, securing buy-in for new projects.
- Established metrics to assess the impact of digital initiatives on service delivery.

City of Seattle   *Dec 2015 - Jan 2018*
Project Lead

- Directed the implementation of a city-wide CRM system to improve citizen interaction.
- Facilitated stakeholder meetings to align project goals with community needs.
- Monitored project timelines and deliverables, ensuring on-time completion.
- Developed training materials and conducted workshops for city staff on new systems.
- Utilized analytics to measure project outcomes and identify areas for improvement.
- Fostered partnerships with local organizations to enhance project reach and effectiveness.

ACHIEVEMENTS

- Led a project that earned the 'Best Digital Initiative' award from the National Association of Counties.
- Increased online service satisfaction ratings by 45% through innovative digital solutions.
- Authored a case study on successful GovTech implementations, published in a leading industry journal.