



MICHAEL ANDERSON

Senior Municipal Services Manager

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SUMMARY

Dynamic and results-driven Municipal Services Coordinator with over a decade of experience in managing urban development and community services. Demonstrated expertise in enhancing municipal operations through strategic planning, community engagement, and project management. Proven track record in optimizing resource allocation and fostering interdepartmental collaboration to achieve significant improvements in service delivery.

WORK EXPERIENCE

Senior Municipal Services Manager City of Springfield

Jan 2023 - Present

- Oversaw the planning and execution of municipal projects valued at over \$10 million.
- Implemented a new community engagement strategy that increased public participation by 40%.
- Managed a team of 15 professionals, fostering a collaborative work environment.
- Utilized GIS technology to optimize city infrastructure planning and maintenance.
- Developed and monitored KPIs to assess service delivery effectiveness.
- Negotiated contracts with vendors, reducing costs by 15% while maintaining service quality.

Municipal Services Coordinator City of Rivertown

Jan 2020 - Dec 2022

- Coordinated interdepartmental initiatives to enhance public service efficiency.
 - Facilitated community workshops to gather feedback on municipal projects.
 - Managed the budget for municipal services, ensuring compliance with financial regulations.
 - Developed training programs for staff to improve service delivery skills.
 - Conducted feasibility studies for new community programs, leading to the launch of three successful initiatives.
 - Established partnerships with local organizations to broaden service outreach.
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EDUCATION

Master of Public Administration, University of Springfield

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Project Management, Community Engagement, Budgeting, GIS Technology, Team Leadership, Regulatory Compliance
- **Awards/Activities:** Received the 'Excellence in Public Service' award in 2021.
- **Awards/Activities:** Successfully implemented a waste reduction program that decreased landfill contributions by 25%.
- **Awards/Activities:** Recognized for leadership in a city-wide revitalization initiative that enhanced public spaces.
- **Languages:** English, Spanish, French