



# MICHAEL ANDERSON

## Digital Services Manager

Proactive Municipal Services Coordinator with a focus on enhancing service delivery through technology and innovation. Extensive experience in public sector management, specializing in the implementation of digital solutions to improve efficiency and accessibility of municipal services. Demonstrated success in managing cross-departmental projects, fostering collaboration, and driving organizational change. Recognized for a strong analytical mindset and the ability to utilize data to inform strategic decisions.

### CONTACT

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- San Francisco, CA

### EDUCATION

#### Bachelor of Science in Information Technology

Clearwater University  
2016-2020

### SKILLS

- Digital Services
- Data Analysis
- Project Management
- Service Improvement
- Technology Implementation
- Strategic Planning

### LANGUAGES

- English
- Spanish
- French

### WORK EXPERIENCE

#### Digital Services Manager

2020-2023

City of Clearwater

- Led the implementation of a digital service platform that improved service access by 50%.
- Developed data analytics dashboards for real-time monitoring of service performance.
- Collaborated with IT teams to enhance cybersecurity measures for municipal systems.
- Facilitated training for staff on new digital tools and technologies.
- Managed user feedback to continuously improve digital service offerings.
- Oversaw the transition to paperless operations, reducing costs by 30%.

#### Municipal Services Analyst

2019-2020

City of Seabrook

- Analyzed service delivery data to identify areas for improvement.
- Assisted in the development of a strategic plan for service modernization.
- Conducted user surveys to gather insights on service effectiveness.
- Collaborated with departments to streamline service processes.
- Prepared reports for city officials on service performance metrics.
- Supported the implementation of customer relationship management systems.

### ACHIEVEMENTS

- Successfully reduced service response times by 40% through digital transformation.
- Awarded 'Innovator of the Year' for contributions to municipal technology initiatives.
- Increased citizen satisfaction ratings by 30% through enhanced service delivery.