



# Michael ANDERSON

## DIGITAL BANKING PROJECT MANAGER

Innovative Online Banking Specialist with a rich blend of expertise in digital finance and customer service management. Demonstrates an exceptional ability to navigate the complexities of online banking systems while delivering superior client experiences. Proven success in implementing cutting-edge technologies that streamline banking operations and enhance user engagement. Strong analytical and strategic thinking skills enable the identification of market opportunities and the formulation of effective business strategies.

### CONTACT

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### SKILLS

- Digital Finance
- Project Management
- User Engagement
- Analytical Skills
- Team Leadership
- Continuous Improvement

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

**MASTER OF SCIENCE IN FINANCIAL SERVICES - UNIVERSITY OF INNOVATION, 2015**

### ACHIEVEMENTS

- Successfully launched a new digital banking service that exceeded user adoption targets.
- Recognized for excellence in project management by industry peers.
- Achieved a 30% increase in customer engagement through innovative service offerings.

### WORK EXPERIENCE

#### DIGITAL BANKING PROJECT MANAGER

NextGen Bank

2020 - 2025

- Led cross-functional teams in the development of a new online banking platform.
- Managed project timelines and budgets to ensure successful delivery.
- Developed training materials for staff on new system features.
- Coordinated user acceptance testing to validate functionality.
- Analyzed project outcomes to inform future initiatives.
- Established partnerships with technology vendors to enhance service offerings.

#### ONLINE BANKING CUSTOMER SUPPORT LEAD

Trustworthy Finance

2015 - 2020

- Oversaw a team of customer support agents focused on online banking inquiries.
- Implemented quality assurance measures to improve service delivery.
- Trained staff on effective communication strategies for online interactions.
- Analyzed customer service metrics to identify areas for improvement.
- Facilitated regular training sessions to enhance team skills.
- Developed a knowledge base for common customer queries and issues.