MICHAEL ANDERSON

Senior Product Manager

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SUMMARY

Dynamic and results-oriented Public Digital Services Product Manager with over eight years of experience in leading innovative projects that enhance citizen engagement through advanced digital solutions. Expertise in applying user-centered design principles to develop and implement strategic public service initiatives. Demonstrated success in collaborating with cross-functional teams to drive product development and achieve substantial performance improvements.

WORK EXPERIENCE

Senior Product Manager City of Metropolis   *Jan 2023 - Present*

- Led the development of a comprehensive digital platform for citizen services, resulting in a 40% increase in user engagement.
- Managed a team of 12, overseeing project timelines and ensuring alignment with strategic objectives.
- Conducted stakeholder interviews and usability testing to refine product features and improve user experience.
- Implemented agile methodologies, reducing development cycles by 30% and improving team productivity.
- Collaborated with IT and legal teams to ensure compliance with data protection regulations.
- Presented product roadmaps and updates to city officials and community leaders to secure ongoing support and funding.

Product Manager State Department of Technology   *Jan 2020 - Dec 2022*

- Developed and launched a mobile application for public health services, increasing service accessibility by 50%.
- Facilitated workshops to gather requirements from end-users, ensuring the product met diverse community needs.
- Analyzed user data to identify trends and inform feature prioritization, enhancing the product roadmap.
- Collaborated with marketing teams to design outreach strategies that increased app downloads by 60% within the first quarter.
- Managed budgets effectively, ensuring projects were delivered on time and within financial constraints.
- Provided training sessions for staff on new digital tools and platforms to enhance service delivery.

EDUCATION

Master of Public Administration, University of State, 2016   *Sep 2019 - Oct 2020*

ADDITIONAL INFORMATION

- **Technical Skills:** Product Management, User Experience Design, Agile Methodologies, Stakeholder Engagement, Data Analysis, Digital Strategy
- **Awards/Activities:** Received the 'Innovative Service Award' from the National Association of Public Administrators in 2022.
- **Awards/Activities:** Successfully increased digital service usage by 75% over two years.
- **Awards/Activities:** Recognized for outstanding leadership in project execution by the City Council.
- **Languages:** English, Spanish, French