



Michael ANDERSON

DIGITAL SOLUTIONS MANAGER

CONTACT

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- San Francisco, CA

SKILLS

- Digital Product Management
- User-Centered Design
- Data Analysis
- Project Leadership
- Community Engagement
- Service Optimization

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER SCIENCE, UNIVERSITY OF TECHNOLOGY, 2013

ACHIEVEMENTS

- Recognized with the 'Innovation in Public Service' award by the State Government in 2022.
- Successfully launched a digital platform that improved access to public services for over 100,000 citizens.
- Increased service adoption rates by 80% within the first year of implementation.

WORK EXPERIENCE

DIGITAL SOLUTIONS MANAGER

State Office of Digital Services

2020 - 2025

- Managed a portfolio of digital service projects, achieving a 55% increase in service efficiency.
- Led a team of developers and designers in creating user-friendly digital interfaces.
- Conducted data-driven assessments to refine service offerings based on user feedback.
- Collaborated with external partners to enhance service capabilities and reach.
- Facilitated workshops to promote digital literacy within the community.
- Prepared and presented project updates to executive leadership, ensuring transparency and accountability.

PROJECT MANAGER

Public Sector Solutions

2015 - 2020

- Oversaw the development of a comprehensive digital strategy that increased public service engagement by 65%.
- Coordinated with various departments to ensure alignment of digital initiatives with organizational goals.
- Utilized analytics tools to track project performance and identify areas for improvement.
- Engaged directly with users to gather insights and inform product enhancements.
- Managed project budgets, ensuring cost-effective delivery of services.
- Trained staff on new digital platforms, improving operational efficiency.