

MICHAEL ANDERSON

Senior Digital Product Manager

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Visionary and dedicated Public Digital Services Product Manager with a strong commitment to enhancing public service delivery through innovative technology solutions. With over eight years of experience in the public sector, adept at managing complex digital projects that drive efficiency and improve citizen engagement. Recognized for a collaborative approach that fosters teamwork and innovation among stakeholders.

WORK EXPERIENCE

Senior Digital Product Manager | Government Technology Agency

Jan 2022 – Present

- Oversaw the launch of a comprehensive digital platform that increased service utilization by 90%.
- Led a team of 10 in the design and implementation of user-centric digital solutions.
- Engaged stakeholders to gather requirements and ensure alignment with community needs.
- Utilized performance metrics to assess project success and inform future initiatives.
- Conducted workshops to promote digital service awareness among citizens.
- Presented project updates to senior leadership, ensuring transparency and accountability.

Product Manager | Department of Digital Services

Jul 2019 – Dec 2021

- Developed a digital strategy that improved public service delivery times by 40%.
- Collaborated with UX designers to create intuitive interfaces for digital platforms.
- Managed project budgets and resources to ensure successful project execution.
- Conducted user testing to gather feedback for continuous improvement.
- Engaged with community leaders to promote digital literacy initiatives.
- Coordinated with various departments to align digital projects with organizational goals.

SKILLS

Digital Strategy

User Engagement

Project Management

Data Analytics

Community Outreach

Team Leadership

EDUCATION

Master of Science in Public Administration

2014

University of Governance

ACHIEVEMENTS

- Received the 'Excellence in Digital Services' award from the National Public Service Association in 2023.
- Increased digital service adoption by 85% through strategic initiatives.
- Successfully led a project that was recognized as a benchmark in public digital transformation.

LANGUAGES

English

Spanish

French