



MICHAEL ANDERSON

Senior IT Operations Manager

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SUMMARY

Distinguished and results-driven Public Sector IT Operations Manager with over a decade of experience in leading transformative initiatives within government agencies. Expertise encompasses strategic planning, implementation of IT governance frameworks, and enhancing operational efficiencies. Proven track record in managing large-scale IT projects while ensuring compliance with regulatory standards. Demonstrated ability to cultivate stakeholder relationships and drive cross-functional collaboration to achieve organizational objectives.

WORK EXPERIENCE

Senior IT Operations Manager City of Springfield

Jan 2023 - Present

- Oversee IT operations, ensuring alignment with city goals and compliance with state regulations.
- Lead a team of 20 IT professionals in managing infrastructure and application services.
- Implement ITIL best practices to improve service management and incident resolution times.
- Develop and manage annual IT budgets exceeding \$5 million.
- Collaborate with city departments to identify and deploy technology solutions that enhance public service.
- Conduct risk assessments and audits to ensure data security and integrity.

IT Project Manager State of Illinois

Jan 2020 - Dec 2022

- Managed multiple IT projects focusing on infrastructure upgrades and software implementations.
 - Coordinated with vendors and stakeholders to ensure project deliverables were met on time and within budget.
 - Developed project charters and maintained project documentation for state compliance.
 - Facilitated training sessions for staff on new technologies and systems.
 - Monitored project performance using KPIs to ensure successful outcomes.
 - Implemented change management processes to minimize disruptions during transitions.
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EDUCATION

Master of Public Administration, University of Illinois

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** IT governance, project management, budget development, ITIL, stakeholder engagement, risk management
- **Awards/Activities:** Successfully reduced IT operational costs by 15% through process improvements.
- **Awards/Activities:** Implemented a city-wide cybersecurity training program, increasing awareness by 40%.
- **Awards/Activities:** Received the 'Excellence in IT Leadership' award from the Illinois Government Association.
- **Languages:** English, Spanish, French