MICHAEL ANDERSON

PUBLIC SECTOR IT DIRECTOR

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CONTACT

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- 📍 San Francisco, CA

SKILLS

- digital transformation
- data analytics
- team leadership
- cloud migration
- compliance management
- community engagement

LANGUAGES

- English
- Spanish
- French

EDUCATION

MASTER OF SCIENCE IN INFORMATION TECHNOLOGY, COLUMBIA UNIVERSITY

ACHIEVEMENTS

- Led a project that improved transit service punctuality by 20% through data-driven decision making.
- Recognized for outstanding leadership in the implementation of a statewide telehealth program.
- Received the 'Technology Innovation Award' from the National Transit Association.

PROFILE

Innovative Public Sector IT Operations Manager with extensive expertise in deploying cutting-edge technology solutions to enhance public service delivery. A strategic thinker with a robust background in digital transformation initiatives tailored for government operations. Highly skilled in managing large teams and fostering a collaborative environment to drive performance and accountability. Proven ability to navigate complex regulatory landscapes while ensuring operational excellence.

EXPERIENCE

PUBLIC SECTOR IT DIRECTOR

Metropolitan Transit Authority

2016 - Present

- Directed IT strategy and operations for a major public transit system serving over 1 million riders.
- Oversaw the implementation of a real-time data analytics platform to improve service efficiency.
- Managed a diverse team of 30 IT specialists in delivering technology solutions across multiple departments.
- Developed partnerships with local government agencies to align technology initiatives with community needs.
- Implemented a comprehensive IT asset management system, reducing asset losses by 25%.
- Facilitated community workshops to educate citizens on new digital services.

IT OPERATIONS SUPERVISOR

Department of Health

2014 - 2016

- Supervised daily IT operations, ensuring seamless delivery of health information systems.
- Led the migration of legacy systems to cloud-based solutions, enhancing accessibility and security.
- Trained staff on new applications, improving compliance rates by 30%.
- Conducted system performance evaluations to identify areas for improvement.
- Collaborated with healthcare professionals to implement telehealth initiatives.
- Ensured adherence to HIPAA regulations in all IT operations.