MA

Michael
ANDERSON

IT PROGRAM MANAGER

CONTACT

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📍 San Francisco, CA

SKILLS

- program management
- software implementation
- vendor management
- technical training
- budget oversight
- policy development

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF ARTS IN INFORMATION SYSTEMS, TEXAS A&M UNIVERSITY

ACHIEVEMENTS

- Successfully launched a city-wide software solution that improved service delivery times by 30%.
- Received 'Employee of the Year' award for outstanding performance in IT program management.
- Streamlined public record retrieval processes, enhancing citizen satisfaction.

Dynamic and detail-oriented Public Sector IT Operations Manager with a strong foundation in technology management and a passion for improving public services through innovative solutions. Proven expertise in streamlining operations and enhancing user experiences in government settings. Adept at leading cross-functional teams and managing complex projects from conception to execution. Strong analytical skills utilized in assessing organizational needs and implementing effective IT strategies.

WORK EXPERIENCE

IT PROGRAM MANAGER

City of Dallas

2020 - 2025

- Managed IT programs aimed at enhancing operational efficiencies within city departments.
- Led a team of 15 in implementing new software solutions across various city services.
- Conducted needs assessments to identify areas for technology improvement.
- Collaborated with external vendors to ensure quality service delivery.
- Developed training materials for staff to facilitate system adoption.
- Monitored program budgets and timelines to ensure successful project completion.

IT SPECIALIST

County Clerk's Office

2015 - 2020

- Provided technical support for IT systems used in public record management.
- Assisted in the implementation of a new document management system.
- Trained staff on software usage, improving efficiency by 20%.
- Conducted system maintenance to ensure operational readiness.
- Collaborated with department heads to identify IT needs and solutions.
- Participated in the development of IT policies and procedures.