



# MICHAEL ANDERSON

## IT Systems Manager

Strategic and analytical Public Sector IT Operations Manager with a proven ability to manage complex IT environments in government settings. Extensive experience in project management, system integration, and operational optimization. Committed to leveraging technology to enhance service delivery and improve organizational performance. A results-oriented leader adept at aligning IT strategies with business objectives while fostering a culture of accountability.

### CONTACT

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- San Francisco, CA

### EDUCATION

#### Bachelor of Science in Information Technology

University of Washington  
2016-2020

### SKILLS

- system management
- project leadership
- operational optimization
- training development
- stakeholder engagement
- performance monitoring

### LANGUAGES

- English
- Spanish
- French

### WORK EXPERIENCE

#### IT Systems Manager

2020-2023

Department of Public Safety

- Managed IT systems supporting public safety operations across multiple jurisdictions.
- Oversaw the integration of new communication technologies to enhance response times.
- Conducted training for first responders on new software and systems.
- Implemented a centralized reporting system to streamline data collection.
- Collaborated with law enforcement agencies to identify technology needs.
- Monitored system performance and implemented improvements as necessary.

#### IT Project Lead

2019-2020

City of Seattle

- Led IT projects focused on enhancing municipal services through technology.
- Coordinated with city departments to ensure alignment with strategic initiatives.
- Developed project plans and timelines, ensuring on-time delivery.
- Facilitated stakeholder meetings to gather input and feedback on technology projects.
- Monitored project budgets and resources to ensure efficient use.
- Evaluated project outcomes to inform future technology strategies.

### ACHIEVEMENTS

- Enhanced public safety response times by 20% through technology integration.
- Recognized for excellence in project management with a city award.
- Streamlined data collection processes, improving reporting accuracy by 30%.