MICHAEL
ANDERSON

IT Operations Coordinator

- San Francisco, CA
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Dedicated and meticulous Public Sector IT Operations Manager with a strong focus on improving government services through effective technology management and strategic planning. Proven success in leading IT initiatives that enhance operational efficiency and promote transparency in public service delivery. Extensive experience in managing IT teams and developing comprehensive training programs to upskill staff in emerging technologies.

WORK EXPERIENCE

IT Operations Coordinator | City of Atlanta   Jan 2022 – Present

- Coordinated IT operations for various city departments, ensuring seamless service delivery.
- Managed the implementation of new software solutions to improve workflow.
- Developed user training programs to increase technology adoption rates.
- Conducted regular system evaluations to identify areas for improvement.
- Collaborated with external vendors to procure technology resources.
- Facilitated interdepartmental meetings to align IT initiatives with city goals.

IT Support Specialist | City of Orlando   Jul 2019 – Dec 2021

- Provided technical support for city employees on various IT systems.
- Assisted in the rollout of new applications and systems.
- Trained staff on best practices for IT security and data management.
- Monitored system performance and reported issues to management.
- Participated in the development of IT policies and procedures.
- Conducted user satisfaction surveys to gather feedback for improvements.

SKILLS

IT coordination   software implementation   training development   vendor management   user support

policy development

EDUCATION

Associate Degree in Information Technology   2015 – 2019
Georgia State University

ACHIEVEMENTS

- Increased technology adoption rates by 35% through comprehensive training programs.
- Received commendation for outstanding service delivery from city management.
- Streamlined IT support processes, reducing response times by 25%.

LANGUAGES

English   Spanish   French