

MICHAEL ANDERSON

User Experience Manager for Smart Mobility

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Accomplished Smart Mobility Manager with a focus on user experience and service design in the transportation sector. Expertise in creating user-centered mobility solutions that enhance accessibility, convenience, and efficiency. Proven track record of conducting user research and applying insights to inform service design and improvement. Skilled in project management, leading initiatives that prioritize user needs while aligning with organizational objectives.

WORK EXPERIENCE

User Experience Manager for Smart Mobility | Inclusive Transit Solutions

Jan 2022 – Present

- Led user experience research initiatives, resulting in a 30% improvement in user satisfaction ratings.
- Developed service design frameworks that prioritize accessibility and inclusivity.
- Collaborated with design teams to create intuitive mobility applications.
- Facilitated user testing sessions to gather feedback and iterate on service offerings.
- Analyzed user data to identify pain points and inform service enhancements.
- Presented findings to stakeholders, influencing strategic decisions on service improvements.

Service Design Coordinator | Urban Mobility Innovations

Jul 2019 – Dec 2021

- Assisted in the design and implementation of user-centric mobility services.
- Conducted market research to understand user needs and preferences.
- Collaborated with cross-functional teams to ensure alignment with user experience goals.
- Developed training materials for staff on user-centered service delivery.
- Monitored service performance metrics to assess user engagement.
- Facilitated workshops aimed at enhancing team understanding of user experience principles.

SKILLS

user experience design

service design

project management

accessibility

user research

data analysis

EDUCATION

Master of Design in User Experience

University of Washington

Rhode Island School of Design; Bachelor of Arts in Sociology

ACHIEVEMENTS

- Recognized for excellence in user experience design at the National Transportation Conference in 2023.
- Successfully launched a new mobility service that increased ridership by 20% within six months.
- Published articles on best practices in user-centered design in leading design journals.

LANGUAGES

English

Spanish

French