



# MICHAEL ANDERSON

## SENIOR UTILITIES PROJECT MANAGER

### PROFILE

Dynamic Utilities Infrastructure Manager with a strong background in the management of utility services and infrastructure projects. Bringing forth a proven ability to enhance operational efficiency and drive process improvements across various utility sectors. Expertise in leveraging advanced technologies to streamline operations and improve customer satisfaction. Strong knowledge of regulatory compliance and safety standards, ensuring that all projects adhere to legal and environmental guidelines.

### EXPERIENCE

#### SENIOR UTILITIES PROJECT MANAGER

##### Citywide Utilities

2016 - Present

- Managed capital improvement projects valued at over \$15 million, ensuring timely completion.
- Implemented a customer feedback system that improved satisfaction ratings by 40%.
- Coordinated with local governments to align utility upgrades with community needs.
- Developed and maintained project schedules, budgets, and reports for stakeholders.
- Oversaw compliance audits and addressed non-conformance issues effectively.
- Facilitated training workshops for staff on new technologies and safety protocols.

#### UTILITIES ENGINEER

##### Eco Utilities

2014 - 2016

- Conducted engineering assessments for infrastructure projects, ensuring technical feasibility.
- Collaborated with cross-functional teams to design sustainable utility solutions.
- Monitored project progress and provided updates to management and stakeholders.
- Utilized GIS software for mapping and analyzing utility networks.
- Prepared technical documentation and project proposals for funding opportunities.
- Engaged with community stakeholders to enhance project transparency and support.

### CONTACT

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### SKILLS

- Project Management
- Customer Engagement
- Regulatory Compliance
- Engineering Design
- Team Development
- Process Improvement

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

BACHELOR OF SCIENCE IN CIVIL ENGINEERING, UNIVERSITY OF TEXAS AT AUSTIN

### ACHIEVEMENTS

- Increased project efficiency by 25% through the introduction of agile methodologies.
- Awarded 'Excellence in Project Management' for outstanding project delivery.
- Successfully led a community outreach program that improved public perception of utility projects.