MA

MICHAEL ANDERSON

Smart Water Systems Manager

CONTACT

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San Francisco, CA

EDUCATION

Bachelor of Science in Information Technology

University of Texas at Austin
2016-2020

SKILLS

- Smart Water Technologies
- Data Analytics
- Project Management
- Customer Engagement
- Cybersecurity
- Process Improvement

LANGUAGES

- English
- Spanish
- French

Innovative Water Infrastructure Asset Manager with a comprehensive background in technology and digital transformation within the water sector. Proven expertise in implementing smart water technologies that enhance operational efficiency and customer service. Skilled in project management, data analytics, and stakeholder engagement. Recognized for a commitment to continuous improvement and the application of best practices in asset management.

WORK EXPERIENCE

Smart Water Systems Manager   2020-2023

Digital Water Innovations

- Led the implementation of smart water metering technologies across urban areas.
- Developed data analytics frameworks to monitor water usage patterns.
- Collaborated with IT teams to enhance cybersecurity measures in water systems.
- Managed customer engagement initiatives to improve service delivery.
- Conducted training sessions on the use of new technologies for staff.
- Evaluated technology performance and proposed improvements.

Data Analyst - Water Systems   2019-2020

WaterTech Solutions

- Analyzed water consumption data to identify trends and anomalies.
- Developed predictive models for demand forecasting.
- Collaborated with engineering teams to optimize system performance.
- Prepared detailed reports with actionable insights for management.
- Supported the development of customer service platforms for better engagement.
- Conducted workshops on data literacy for operational staff.

ACHIEVEMENTS

- Achieved a 30% increase in customer satisfaction ratings through technology enhancements.
- Recognized for excellence in innovation at the National Water Conference.
- Implemented a data-driven approach that reduced operational costs by 15%.