

Abena Apau joined the NIH Office of Strategic Planning and Management Operations in 2016. During her 3-year tenure, she focused on the NIH's Change Management program, Administrative Strategic Plan (ASP), and *Optimize* NIH activities. Abena joined the USDA's Farm Production and Conservation (FPAC) mission area in the FPAC Business Center (BC) in 2019. Abena joined USDA as the Customer Experience Officer for the newly created Customer Experience Division, which was established in 2018 when the FPAC BC was created. In her current role, Abena is leading efforts to assess the effectiveness and efficiency of the customer experience across the 4 FPAC agencies. These efforts include internal/external survey development, journey mapping, and Customer Experience cultural change activities to embed a customer experience approach into the fabric of how we work with our Farmers. Abena is currently also serving on a detail as the Acting Director for the FPAC's Performance, Accountability, and Risk Division.

Prior to federal service Abena received a BA in Economics and an MBA from George Washington University. Abena has worked in the fields of strategic and operational planning, process improvement, and change management for 15 years.