

Anna Rigney-Phillips serves as Chief, Financial Customer Support for the Department of Veterans Affairs Financial Services Center (FSC). In her role, she oversees a growing call center serving internal and external VA FSC customers across the United States. Additionally, Anna serves as the Program Manager for the FSC's Customer Service Modernization effort, which includes implementation of Customer Service across all FSC customer service teams. The program also entails establishment of an enterprise-wide, self-service portal and consolidation of all customer service functions within the FSC Customer Support Division.

In addition to her functional responsibilities, Anna serves as an enterprise thought leader on Customer Service, Strategy, Centralization and Organizational Design. She is a founding member and active leader in FSC's Strategic Management Program and supports multiple strategic initiatives aimed at improving the customer experience.

Anna has a Bachelor of Arts from SUNY Purchase, an MBA from Jones International University and is a Certified Balanced Scorecard professional in Strategic Planning. Prior to joining the VA, Anna worked as an Account Executive for Cartus where she managed relocation portfolios for both Federal Government and Private Sector clients.