

Cory is currently the Office of Mission Support Chief Customer Experience Officer for the US EPA and has been with the CX Program for eight years. He oversees a group of seven employees that are implementing a customer experience program focused on internal customer experience around Mission Support Activities. These activities focus on the areas of HR, IT, Facilities, Acquisition, and Grants.

Cory has worked for the EPA for the past 18 years in various capacities including the Agency's Central Data Exchange and Toxics Release Inventory (TRI) Programs. He has served as an IT project manager, a Regulatory Development Specialist, and a Supervisor.