

Anahita Reilly is the Chief Customer Officer for the U.S. General Services Administration (GSA) where she and her team work to improve the end-to-end experience of GSA customers by aligning operations to customer needs. They do so with the use of quantitative and qualitative data and Human-Centered Design methods to identify and implement process and technology solutions to improve the Agency's customer experience. Before joining GSA, Anahita led Data Analytics and Budget work at the Department of the Treasury with a mission to use real-time resource management data to improve managerial decision making. Anahita is a certified Lean Six Sigma (LSS) green belt and Project Management Professional (PMP) with prior experience consulting for both public and private-sector organizations. In her free time, Anahita enjoys practicing and teaching yoga and spending time with her family.