

Simchah Suveyke-Bogin joined USDA in May of 2020 as Chief Customer Experience Officer for the Office of Customer Experience. Armed with experience leading the Customer Experience Center of Excellence of the U.S. General Services Administration's (GSA) Technology Transformation Services, Ms. Suveyke-Bogin previously helped implement user-centered practices and innovative solutions across the Government. More importantly, she helped spearhead changes that are still in place across USDA today. Prior to leading the Customer Experience Center of Excellence, Ms. Suveyke-Bogin served as the customer experience specialist and program manager for USAgov's contact center services. Before joining GSA, she worked in contact center optimization and supported the National Cancer Institute's Office of Communications.