



## IT Systems Speaker Series: Customer Experience as a Driver for IT Modernization

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### Speaker Bio

**Barbara C. Morton** has served as the Deputy Chief Veterans Experience Officer since 2016. In this role Morton is responsible for building a lasting customer experience capability at the Department of Veterans Affairs (VA) and sharing best practices across federal agencies. Previously, Morton briefly served as the Acting Chief Veterans Experience Officer. Morton was recently an agency recipient for the Gears of Government Award (2019) and the Service to the Citizen Award (2019) for transforming the VA capability to provide veterans with an excellent customer experience. Morton joined the VA in 2006 as a Staff Attorney at the Board of Veterans' Appeals. Morton served in a variety of related capacities, including Special Counsel to the Appellate Group, Special Assistant to the Vice Chairman, Executive Assistant to the Chairman, and Executive Director for the Office of Management, Planning & Analysis. At the Board of Veterans' Appeals Morton also helped secure industry technologists from United States Digital Service to develop and launch new appeals platforms. Morton holds a degree in psychology and philosophy from Skidmore College, a JD from Suffolk University Law School, and an LLM in constitutional law from Georgetown Law School.