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Top Skills

Program Management
Government
Management Consulting

Airis McCottry Gill

Executive Director, Employee Experience and Organizational Management at the Department of Veterans Affairs
Washington DC-Baltimore Area

Summary

A servant leader with extensive experience in human capital management, budget strategy and execution, organizational development, strategy, procurement, training and development, project management, change management, and business process improvement. Also leading the effort to establish an employee experience capability for the Department of Veterans Affairs and its workforce of over 400k.

Experience

U.S. Department of Veterans Affairs

7 years 4 months

Executive Director of Employee Experience and Organizational Management

September 2021 - Present (2 years 2 months)

Washington, District of Columbia, United States

Serving as the first senior executive to lead the development and implementation of VA's first employee experience (EX) capability, leveraging human-centered design (HCD) to understand the key moments that matter to over 400k employees. Building an EX measurement capability to provide data analytics to support key decision making regarding workforce planning and strategy. Leading internal operations, including talent management, strategy and execution for \$123M budget, contracts management, logistics, learning and development. Drive organizational strategic direction through governance as a member of the VA Employee Engagement and Talent Development Councils.

Director of Organizational Management

July 2016 - September 2021 (5 years 3 months)

Washington, DC

Lead the internal operations team with responsibility for developing comprehensive infrastructure for the Veterans Experience Office (VEO), which enables the customer experience (CX) capability with the Department. Manage

office-wide human capital planning, employee relations, acquisition strategy, employee engagement, budget planning and execution of \$69M budget, strategic planning, and logistics for VEO. Serve as senior advisor to Chief and Deputy Chief Veterans Experience Officers on organizational modeling, operational decisions, and briefings for the Secretary and Deputy Secretary for the Department of Veterans Affairs related to internal performance. Formulate and implement policy for all VEO employees nationwide regarding travel, office standards, and day-to-day operational activities. Serve as VEO representative on department-wide project teams, including the VA Employee Engagement Council. Assess existing organization needs and take action as appropriate, including developing standard operating procedures, internal controls, budget operating plans, training strategies, and acquisition strategies. Provide counsel to VEO executives on all personnel related matters, including performance and conduct related issues.

Whiteboard Strategies, LLC

Partner

March 2014 - September 2019 (5 years 7 months)

Arlington, VA

Co-founder of Whiteboard Strategies, LLC which is a woman, minority owned small business focused on organizational effectiveness. We transform complex organizational problems into straightforward solutions. Our core service offerings include talent effectiveness, process improvement, strategic management, and training and development. We developed the Whiteboard Method to consistently deliver our portfolio of services to our clients.

GSA

6 years

Director of Internal Operations/Executive Officer

2014 - 2016 (2 years)

Washington D.C. Metro Area

A servant leader responsible for the regional internal operations for an organization with over 1100 employees. Areas of focus include talent management, directive reviews, organizational restructuring, training and development, personnel costs and benefits management totaling over \$148M, records management, labor relations coordination, employee engagement activities, mentoring program coordination, and a variety of other management support functions.

Director, Internal Resources Division

2011 - 2014 (3 years)

Responsible for regional talent management including training and development, workforce staffing and planning, intern program management, recruiting, interview process standardization, labor relations coordination and organizational modeling for over 1200 employees. In addition, managed the IT branch that was responsible for the management of regional application development and implementation and various other internal administrative functions.

Deputy Director, Pricing Execution and Tools Division
2010 - 2011 (1 year)

Managed a team of 40 employees who reviewed, processed documents, and reconciled rent bills worth \$2.8B from tenant federal agencies including Executive Office of the President, Internal Revenue Service, and Department of Justice. Managed multiple branches within the division including the re-measurement of federal buildings, creation of tenant agreements for leased and federal occupancies, system submission, and customer relationship management.

Unisys Corp
8 years

Manager, US Federal Systems
2006 - 2010 (4 years)
Reston, VA

Served as Deputy Program Manager on a \$32M contract providing financial analysis and quality control review for the General Services Administration's national rent bill management program. Designed the organizational structure to support the program, handled all personnel issues for over 50 employees, including recruitment, termination, counseling, and training. Provided strategic direction regarding resource planning, financial targets, and continuous process improvement. Created internal mentoring program for junior and mid level consultants to encourage continuous feedback and development.

Senior Consultant, US Federal Systems
2002 - 2006 (4 years)

Supported the General Services Administration (GSA) and managed a team responsible for performing quality control reviews on \$2B in revenue from tenant federal agencies. Ensured documents were compliant with pricing policy and repaired relationships with high profile clients such as the Executive Office of the President on behalf of GSA by working to increase accuracy in financial forecasts and real estate budgetary requirements.

Arthur Andersen Business Consulting
Consultant
2000 - 2002 (2 years)

Supported the Department of Housing and Urban Development by performing requirements development, redesigning and developing an Intranet that made vital documents such as briefings, charters, and task orders available on employees desktop. Analyzed appraisal documents for accuracy and consistency and coordinated a conference for the Real Estate Assessment Center, which included various industry experts who discussed emerging trends.

DFAS
Student Intern, Equal Employment Opportunity Office
1996 - 1999 (3 years)
Crystal City, VA

Education

Georgetown University McDonough School of Business
Master of Business Administration - MBA, Business Administration and Management, General · (August 2006 - May 2009)

American University - Kogod School of Business
BSBA, International Finance & Business Info Technology · (1998 - 2001)