Justin Abold-LaBreche

Deputy Assistant Secretary for Planning and Performance
Management

Washington DC-Baltimore Area

Summary

Career member of the Senior Executive Service with operational
experience leading a workforce of over 1900+ employees and
extensive experience leading large scale business and technology
transformation, call center operations, big data analytics, test-and-
learn, data-driven innovation, and shared services at the IRS across
a wide range of business areas including finance, HR, training, IT
and acquisitions.

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Experience

U.S. Department of Veterans Affairs
Deputy Assistant Secretary for Planning and Performance Management
March 2022 - Present (1 year 8 months)
Washington DC-Baltimore Area

I lead enterprise strategy, risk management, planning, performance
management, and evaluation / evidence on behalf of the Department of
Veterans Affairs to support the delivery of timely world class care and benefits
to Veterans, their families, caregivers and survivors.

Internal Revenue Service
10 years 7 months

Co-Director, Enterprise Digitalization and Case Management
July 2020 - March 2022 (1 year 9 months)
Washington, District of Columbia, United States

Director, Enterprise Case Management
May 2019 - July 2020 (1 year 3 months)
Washington D.C. Metro Area

Accountable executive for IRS wide Enterprise Case Management initiative
including standing up our new COTS platform, modernizing and migrating
business processes, managing demand for investments in our legacy case

management systems, planning for integration with other common services, and retiring legacy case management components / systems.

Acting Director, Government Entities and Shared Services, TE/GE
March 2018 - May 2019 (1 year 3 months)
Washington D.C. Metro Area

Responsible for planning, managing, directing and executing nationwide activities for GE (including tax compliance programs and relationships with Indian Tribal Governments and tax exempt Bond Issuers), risk assessment and strategy, and for providing operational Shared Support to all functions within TE/GE including responsibility for $250M budget, human capital and IT support for 1600 person division, and communication / outreach for diverse customer base using a variety of online channels

Field Director, Accounts Management (Austin)
November 2016 - March 2018 (1 year 5 months)
Austin, Texas

Capable, positive, level headed under stress with demonstrated success in leading a large customer service organization (1900+ employees) with multiple call sites and walk in locations with responsibility for providing tax law and account related assistance to individuals by telephone and correspondence, both in English and Spanish.

Acting Director, Office of Compliance Analytics
April 2015 - November 2016 (1 year 8 months)
Washington D.C. Metro Area

The Office of Compliance Analytics was established in 2011 to support the IRS in materially improving its compliance outcomes and to aid in the continuing development of a culture of data-driven decision-making across the IRS's business operating divisions.

As acting Director, I led a team of over over 150 program managers, data scientists, and analysts focused on the highest priority compliance challenges across the IRS. Very experienced with:

- Quantitative problem framing / strategy development
- Customer segmentation and behavioral analytics
- Identity theft / fraud detection model and filter development
- Phone / online based authentication accuracy analytics
- Fraudulent online account creation / compromise detection

- Workload optimization models
- Predictive modeling of propensity for entering accounts receivable after missing a payment(s) and related intervention focused modeling (i.e. lowest cost customer focused treatment to help bring individuals back into sustainable payment compliance)
- Treatment / intervention test-and-learn approaches, including structuring multi-year test plans for new customer segments

Successful in leading teams in a wide range of modeling techniques (supervised, semi-supervised, unsupervised), test designs, big data analytics, and programming languages (R, python, SAS / SPSS).

Adept at engaging and teaming with C-suite level customers.

Initiative Director, Office of Compliance Analytics
October 2012 - April 2015 (2 years 7 months)
Washington D.C. Metro Area

As Initiative Director, I led a dynamic team of executives, senior managers, statisticians and operations research analysts. My portfolio spanned a wide range of issues at the forefront of tax administration today - identity authentication (both online and via phone), fraud detection, strategies for assisting taxpayers in remaining or returning to full tax compliance, and more.

Acting Director, Exam Policy, Small Business / Self Employed Division
March 2012 - October 2012 (8 months)

Assistant to the Industry Director, Global High Wealth, Large Business & International Division
September 2011 - March 2012 (7 months)

US Department of Homeland Security
Acting Director, Planning and Integration Division, Office of Intelligence & Analysis
2006 - 2007 (1 year)

Education

Oxford University
Doctor of Philosophy (PhD), Law / Criminology

National Defense Intelligence College

M.S. Strategic Intelligence

Yale University
Bachelor of Science (BS), Applied Mathematics