

Cynthia A. Metzler

Chief Administrative Services Officer, U.S. General Services Administration



Cynthia A. Metzler was appointed chief administrative services officer for the U.S. General Services Administration, effective August 22, 2011.

In this role, Metzler will direct and coordinate a variety of internal management and support services within the agency to help GSA better serve its agency customers and the American taxpayer.

Before her appointment at GSA, Metzler ran her own small business advising nonprofit organizations on building strong and effective management teams. Before that, she served as president and chief executive officer for Experience Works, where she led an extensive organizational transformation that used technology and other business processes to improve performance.

In the 1990s, Metzler served in senior executive positions within the Department of Labor's Office of Administration and Management, including acting secretary, acting deputy secretary, and assistant secretary. In these positions, she provided internal and external leadership for the department's programs, budget, operations, and policy. In addition to her government experience at the Department of Labor, Metzler has also served in legal capacities at the Federal Labor Relations Authority, advising the chief counsel on key management issues.

Metzler holds a Bachelor of Arts in political science from Purdue University in Indiana, a Juris Doctor from Indiana University, and a Master of Science in organizational development from American University in Washington, DC.