

Charlotte Lee Biography

Charlotte Lee is a human-centered design expert, specialized in complex public sector transformation. She is the founder and a lecturer at the Customer Experience Leadership Institute (CELI) part of the University of Virginia's Northern Virginia, the first training program for integrating the Darden School of Business along with Public Policy curriculum and is beginning graduate study at the University of Oxford. Currently, she is the Director of Strategy at Granicus, a civic technology company. Before that, she spent eleven years running her own consultancy. For roughly four years she was embedded with the U.S. House Office of the Legislative Counsel and the Office of the Clerk, where she applied design thinking to congressional processes, helping launch the House's Comparative Print Suite and delivering recommendations on using technology to modernize the bill-drafting process. She has also worked on prototypes to improve the usability of public legislative information.