
PROFILE

Senior executive with over 15 years of experience in federal and state government. Proven track record in leading organizational transformation across small and large-scale organizations. Seasoned leader with expertise in policy development, finance, program delivery, operational redesign, data/analytics, and customer service.

PROFESSIONAL EXPERIENCE

DEPARTMENT OF ADMINISTRATION, STATE OF MONTANA

Helena, MT

Director, State Treasurer, & Chief Operating Officer

Jan. 2021-Present

Leads department operations for more than 500 employees across 9 divisions. Directs enterprise-wide operations and transformation efforts for 13 cabinet departments for human resources, healthcare and benefits, statewide financials, real property, infrastructure, risk management and tort. Serve on the Executive Committee for the National Association of State Chief Administrators.

Key Accomplishments:

Enterprise Transformation: Spearheaded an enterprise comprehensive workforce transformation effort that examines our retention policies and pay schedules, standardizes performance management, employee training, and our future of work via the Remote Office & Workplace Study—providing a strategic approach to both human capital and space needs for the state. Other core enterprise initiatives include procurement reform, human resources reform, and the centralization of open records.

Data-Driven Decisions: Led efforts to establish the Office of the Chief Data Officer to design enterprise-wide data strategies and dashboards to provide insight into business operations and improve program delivery. Created a Data Governance model to provide vision, strategy, and execution for data analytics, as well as best practices for the collection, storage, management, quality, and protection of the state's data.

Program Delivery: Implemented Montana's first statewide broadband grant program, ConnectMT, to deliver \$270 million in American Rescue Plan Act dollars to advance rural e-connectivity in areas most underserved and unserved. First in the nation to accept applications for Montana's \$628 million BEAD allocation to connect our state's unserved and underserved locations.

UNITED STATES DEPARTMENT OF AGRICULTURE, RURAL DEVELOPMENT

Washington, D.C.

Chief of Staff

Feb. 2019-Jan. 2021

Lead implementation of federal programs and policies directly supporting rural communities. Managed operational, policy, and financial aspects for more than 4,600 employees, supporting more than 477 field offices nationwide with a budget of \$42B and \$239B loan portfolio.

Key Accomplishments:

Change Management: Directed 13 operational realignments across business and programmatic functions to align staff and resources in a modernized banking structure to improve program delivery and customer service nationwide. Realignment efforts include the consolidation of administrative functions for D.C. and 477 field offices into a Business Center; the centralization of the Single-Family Housing Guarantee Program, which resulted in expedited application processing from 15 days to 5 days; the centralization of the Multi-Family Housing Program, which realigned 400 FTEs nationwide; and the establishment of a Special Assets Unit to manage commercial troubled assets in the portfolio.

MISTY ANN GILES

404-319-5817

misty.a.giles@icloud.com

Program Delivery: Led efforts to create the ReConnect Broadband Program and the deployment of \$1.8B in loan and grant funding to support rural broadband deployment in 42 states. Created modernized end-to-end application system to streamline program delivery, enabling the expedited review of applications. Gave policy direction on funding notices and regulations.

Leadership: Directed COVID-19 operations for Rural Development, including the creation and day-to-day management of reopening procedures for field offices, ensuring all employees are capable of telework, creation of a COVID-19 specific website and Federal Resource Guide and directed staff to take immediate actions to assist rural customers and our 4,600 in managing program delivery and reopening during the pandemic.

UNITED STATES DEPARTMENT OF AGRICULTURE, RURAL DEVELOPMENT

Washington, D.C.

Deputy Chief of Staff

Sept. 2018-Feb. 2019

Served as second in command, managing regulatory policy and external affairs. Supplied policy guidance to the Chief of Staff and Office of the Secretary and served as lead in staff preparation for internal briefings with the Deputy Secretary and Secretary. Formulated the annual budget for submission and supplied technical assistance to Congressional committees on appropriations language.

Key Accomplishments:

Policy Implementation: Offered counsel to the Office of the Secretary on the 2018 Farm Bill and spearheaded implementation efforts across Rural Development to draft and execute 42 regulations. Directed efforts to issue funding notices, staff guidance, and information technology development critical for program delivery of new authorities.

UNITED STATES DEPARTMENT OF AGRICULTURE, OFFICE OF CONGRESSIONAL RELATIONS

Washington, D.C.

Senior Advisor

Oct. 2017-Aug. 2018

Advised the Office of Congressional Relations and the Office of the Secretary on a range of congressional and policy issues and managed requests from the House Committee on Government Reform and Oversight. Drafted testimony for Congressional hearings and developed briefing materials for witnesses for Congressional hearings.

Key Accomplishments:

Policy Development: Managed five titles of the 2018 Farm Bill and supplied technical expertise to Congress on a range of policy issues, including agricultural commodities, industrial hemp, horticulture, broadband, water, and ethanol. Spearheaded the Secretary's Food Waste initiative and aided in setting up a roundtable with food industry leaders, non-profits, and Congressional leaders to discuss food waste and food supply chain issues.

CRIMINAL JUSTICE COORDINATING COUNCIL

Atlanta, GA

Deputy Director, Chief Financial Officer, Director of Government Affairs

Jan. 2012-July 2013

Managed agency operations, including the oversight of 75 employees, agency finance and procurement, human resources, and information technology. Managed the agency's legislative and budgetary agenda. Portfolio included fiscal and policy management of federal and state grants totaling \$220 million and collaboration with 600 state and local sub-grant recipients. Authored federal formula and competitive grant applications.

Key Accomplishments:

Government Reforms: Under the direction of the Office of the Governor, spearheaded efforts to implement the Governor's Criminal Justice Reform agenda, including the launch of an Accountability Court grant program to serve low-risk drug offenders in need of drug treatment.

MISTY ANN GILES

404-319-5817

misty.a.giles@icloud.com

Change Management: Directed the implementation of a new business structure and information technology system to serve the Crime Victim's Compensation Fund and streamline the delivery of compensation funding to Georgia's crime victims.

GOVERNOR'S OFFICE OF PLANNING AND BUDGET

Atlanta, GA

Division Director, General Government and Public Safety Division

Sept. 2010-Dec.2011

Led a division team that developed the budget, capital outlay, and agency operational processes for 45 state agencies with budgets totaling over \$2.2 billion of the state of Georgia's general fund. Presented recommendations to the Governor and testified before the Georgia General Assembly on the Governor's initiatives and the annual state budget.

Key Accomplishments:

Fiscal Policy: Examined agency budgets within the division to design and implement budgetary reductions to support the Governor's budget reduction needs due to economic conditions. Implemented strategic measures such as redistributing operating funds for Georgia correctional facilities to more accurately align funds based on expenditures and inmate needs and eliminating unfilled and unused positions.

OFFICE OF THE GOVERNOR

Atlanta, GA

Policy Advisor, Criminal Justice, and Regulated Industry

Jul. 2007-Aug.2010

Evaluated policy and gave counsel to the Governor, including sign/veto recommendations, on approximately 2000 pieces of state and federal legislation. Researched and designed creative policy solutions and engineered systematic policy committees, serving as chair and driving new initiatives.

Key Accomplishments:

Policy Development: Under the direction of the Governor, developed and implemented the "Super Speeder Law" that created new state fees on extreme speeders. Fees collected fund Georgia's trauma care hospital system, where approximately 60% of all trauma-care patients are crash-related.

LEGAL EXPERIENCE / INTERNSHIPS

JERRY BURLESON, ATTORNEY AT LAW, San Diego, CA, *Law Clerk*

WEBB LAW GROUP, San Diego, CA, *Law Clerk*

ROBERT J. MARKS, APC, San Diego, CA, *Law Clerk*

UNIVERSITY OF SAN DIEGO SCHOOL OF LAW, San Diego, CA, *Teaching Assistant*,

COURT OF APPEAL, STATE OF CALIFORNIA, San Diego, CA, *Extern*

THE CARLIN GROUP, San Diego, CA, *Law Clerk*

CALIFORNIA OFFICE OF THE ATTORNEY GENERAL, San Diego, CA, *Law Clerk*

FREDERICKSON, MAZEIKA, & GRANT, LLP, San Diego, CA, *Law Clerk*

WILSON RESEARCH STRATEGIES, Washington, DC, *Intern*

EDUCATION

UNIVERSITY OF SAN DIEGO SCHOOL OF LAW, *Juris Doctorate*

2013-2017

San Diego Law Review, Editor-in-Chief, Vol. 53

GEORGIA SOUTHERN UNIVERSITY, *Master of Social Science*

2011-2012

GEORGIA SOUTHERN UNIVERSITY, *Bachelor of Arts, Cum Laude*

1999-2003

PROFESSIONAL / MEDIA HIGHLIGHTS

NASCA 2021 TOP TEN PRIORITIES, *“Budget Reductions & Cost Efficiencies”*

[Making Your Thing Happen | Wix \(youtube.com\)](#)

FEATURED: KTVQ, *“In Gianforte’s female-dominated executive office, meet 5 key players”*

[In Gianforte's female-dominated executive office, meet 5 key players \(ktvq.com\)](#)

THE WALL STREET JOURNAL, *“The 53,000 Connection: The High Cost of High-Speed Internet for Everyone”*

[The \\$53,000 Connection: The High Cost of High-Speed Internet for Everyone - WSJ](#)

THE NEW YORK TIMES, *“Billions to Connect Everyone to High-Speed Internet Could Still Fall Short”*

[Billions to Connect Everyone to High-Speed Internet Could Still Fall Short - The New York Times \(nytimes.com\)](#)

FEATURED: CEO MAGAZINE GLOBAL

[Misty Ann Giles – Global \(theceomagazine.com\)](#)

TELECOMPETITOR, *“The Broadband Director Who Made Montana First to Open a BEAD Application Portal”*

[The Broadband Director Who Made Montana First to Open a BEAD Application Portal - Telecompetitor](#)

POLITICO, *“‘People need to see it’: How politics hung up a \$42B Biden internet buildout”*

[The \\$42 billion Biden internet program frustrating Dems in swing states - POLITICO](#)

PERSONAL

GEORGIA SOUTHERN UNIVERSITY, Washington, D.C., *Internship Participant*

2001

GEORGIA REPUBLICAN PARTY, *Field Director Award*

2006

UNIVERSITY OF SAN DIEGO, SCHOOL OF LAW

- Honor Scholarship Recipient 2013
- Michael Konz Memorial Scholarship 2014
- Student Leadership Scholarship 2015
- James E. Spain Family Endowed Scholarship 2016

NATIONAL COO ROUNDTABLE, *Chair*

2021-2023

NATIONAL ASSOCIATION OF CHIEF ADMINISTRATORS, *Executive Board*

2022-Current