Charles Worthington

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Charles Worthington is a software developer and product designer who has been helping the government adopt modern digital service delivery best practices since 2013. He is currently serving as the Chief Technology Officer and the Chief Artificial Intelligence Officer at the U.S. Department of Veterans Affairs, (VA) where he is working to improve the experience Veterans have when interacting with VA online. Since joining VA in May 2017, he has guided VA's Digital Modernization initiative. His efforts include the development of the agency's Digital Strategy, supporting VA's adoption of commercial cloud infrastructure, and supporting the development Vets.gov.

Before joining VA in May 2017, Charles helped create the U.S. Digital Service, a team of world-class developers, designers and product experts serving tours of duty in the federal government to use design and technology to deliver better services to the American people. Charles is the co-author of the Digital Services Playbook (https://playbook.cio.gov) and executed digital service engagements at U.S. Citizenship and Immigration Services, Small Business Administration, Department of Transportation, and the Department of the Interior. Before his federal service, Charles built products for private sector clients and was a strategy consultant in the technology and telecom sectors. Charles holds a B.A. from Harvard University.