



# Department of Veterans Affairs

## Senior Executive Biography

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### **Kristina N. Messenger**

#### **Deputy Executive Director of Operations, Compensation Service Veterans Benefits Administration**

In March 2022, Kristina N Messenger was appointed to serve as the Deputy Executive Director of Operations, Compensation Service. In this role she is responsible for the operational guidance and oversight of Training, Quality Assurance, Operational Review, and Systems Support for the VA disability compensation program. This operational role serves over 21,000 field claims processors administering over 133 billion to over 5.6 million Veterans (FY23). She also oversees the budget and shared services for Compensation Service.



Prior to this appointment, she served as the Assistant Director for Business Management in Compensation Service. From 2018-2020 she held the position of Decision Review Operations Center Manager in the Seattle VBA Regional Office, where she was responsible for establishing the Government version of a startup company to implement the Appeals Modernization Act. This position required operational oversight, executive leadership, and direction of Veterans programs and services while establishing and maintaining effective public relations through implementation. Ms. Messenger also served in the United States Navy as an Operations Specialist.

#### **CAREER CHRONOLOGY:**

2022 – Present	Deputy Executive Director of Operations, Compensation Service, VBA
2020 – 2022	Director, Business Management, Compensation Service, VBA
2018 – 2020	Decision Review Operations Center (DROC) Manager, Seattle VBA Regional Office
2017 – 2018	Chief, Business Management, Compensation Service, VBA
2015 – 2017	Chief, Business Management, Pension and Fiduciary Service, VBA
2012 – 2015	Program and Senior Program Analyst, Office of Business Process Integration, VBA
2009 – 2012	Veterans Service Representative, St. Petersburg VBA Regional Office

#### **EDUCATION:**

2024	Master of Prof. Studies, Industrial & Organizational Psychology, University of Maryland
2022	Master of Science, Management of Information Technology, University of Virginia
2010	Master of Business Administration, Health Care Management, Saint Leo University
2008	Bachelor of Arts, Business Administration, Saint Leo University
2005	Associate of Arts, Saint Petersburg College

#### **PROFESSIONAL DEVELOPMENT:**

2021	Senior Leader Program, George Washington University
2021	Senior Executive Service Candidate Development Program
2021	Executive Coaching Program
2019	Leadership VA
2018	Aspiring Senior Leader Practicum
2013	VA Acquisition Academy, Federal Acquisition Program/Project Management Mid-Level
2013	Leadership Enhancement and Development Program