



Department of Veterans Affairs

Senior Executive Biography

Lisa Jeanne Pozzebon

Executive Director, Cemetery Operations National Cemetery Administration



Ms. Lisa Pozzebon was appointed as the Executive Director, Cemetery Operations in January 2017. In this position she is responsible for oversight and the effective operation of the National Cemetery Administration's (NCA) district offices, 156 national cemeteries (NCs), and 35 Soldiers' Lots and monuments in the provision of burial and memorial benefits. The national cemeteries are maintained as shrines to commemorate the service and sacrifice of the more than 5.1 million Veterans and family members interred at these locations. Ms. Pozzebon provides leadership, direction, and management oversight through five District Directors and a cadre of cemetery administrators to guide and motivate a customer-focused, service-oriented workforce.

Ms. Pozzebon also leads two headquarters-based staffs in support cemetery operations, providing policy guidance, procedural instruction, and technical consultation on cemetery development efforts. She is responsible for management and oversight activities in support of NCA's global positioning system and geospatial information system program that supports critical gravesite accountability efforts. Prior to this appointment she served as the Assistant Deputy Under Secretary for Field Operations in the Veterans Benefits Administration from December 2014 through January 2017.

In 2023 NCA was recognized for achieving the highest recorded customer satisfaction score on the American Customer Satisfaction Index among private and public organizations. This represents the 8th consecutive time NCA has received the top index score for customer satisfaction.

In 2021 Ms. Pozzebon was recognized as a Presidential Rank Award recipient.

CAREER CHRONOLOGY:

2017 – Present	Executive Director for Cemetery Operations, National Cemetery Administration
2014 – 2017	Assistant Deputy Under Secretary for Field Operations, Veterans Benefits Administration
2007 - 2014	Assistant Director, Portland VA Regional Office

EDUCATION:

2012	Senior Executive Service Candidate Development Program, Washington, DC
2010	Senior Executive Fellows Program, Harvard University, Cambridge, MA
2007	Assistant Director Development Program, Washington, DC
2004	e-Gov Senior Fellows Program, Council for Excellence in Government, Washington DC
2003	Master's Certificate in Project Management, ESI/George Washington University, Washington, DC
1991	Master's of Public Administration, Maxwell School, Syracuse University, Syracuse, NY
1989	Bachelor of Arts – Economics with Honors and Psychology, University of California, Santa Cruz, Santa Cruz, CA