



Department of Veterans Affairs

Senior Executive Biography

Margarita Devlin, MA, CRC

***Executive Director
Benefits Assistance Service***

Margarita Devlin was appointed as the Executive Director of the Department of Veterans Affairs (VA) Benefits Assistance Service (BAS) in February 2017. She leads policy, planning, training, and quality assurance for VBA's National Call Centers and Public Contact Teams. In this role she is also responsible for VAs portion of the Transition Assistance Program (TAP), ensuring Service members are equipped to seamlessly transition into civilian life. VA deploys over 300 Benefits Advisors worldwide in support of TAP, providing support to 226,000 Service members at over 300 military installations.



Ms. Devlin leads efforts to improve the Veteran's experience by providing program oversight for VBA's Voice of the Veteran Customer Satisfaction Research Studies. She provides leadership and oversight of VBA's outreach to military and other targeted populations, effectively reaching over 1.1 million Service members and 1.3 million Veterans. She is responsible for self service capabilities through the joint VA/DoD eBenefits web portal, which records over 6 million users. She also is charged with overall responsibility for administering VBA's social platforms, and has over ½ million followers on VBA's Facebook page.

Ms. Devlin has served Veterans within the VA for over 20 years in positions of increasing responsibility. She is a Certified Rehabilitation Counselor who began her VA career providing counseling and evaluation services in VBA's Vocational Rehabilitation and Employment Division (VR&E) in Saint Petersburg, FL.

CAREER CHRONOLOGY:

Executive Director, Navigation, Advocacy and Community Engagement (2015 – 2017)
Executive Director, Interagency Care and Benefits Coordination (2014 – 2015)
Acting Director, Vocational Rehabilitation and Employment Service (2013)
Deputy Director, Vocational Rehabilitation and Employment Service (2009 – 2013)
Vocational Rehabilitation and Employment Officer (2005 – 2008)
Assistant Vocational Rehabilitation and Employment Officer (2003 – 2005)

EDUCATION:

Master of Arts, University of South Florida, Tampa, FL – awarded August, 1995