



Department of Veterans Affairs

Senior Executive Biography

Nathan Sanfilippo

Executive Director, Multi-Channel Technology Veterans Experience Office

Nathan Sanfilippo was appointed as Executive Director of the Multi-Channel Technology (MCT) Directorate of the Veterans Experience Office (VEO) in September 2021. As MCT Executive Director, Nathan leads a team responsible for developing strategy and delivering VA enterprise-wide solutions to deliver easy and effective service experiences to Veterans and VA employees across all systems and channels. MCT focuses on contact center operations and modernization, digital modernization of VA.gov and mobile self-service tools, customer data management, and service recovery.



Prior to joining the VA, Nathan served for 19 years at the U.S. Nuclear Regulatory Commission (NRC). As an expert in nuclear regulatory policy, licensing, and inspection, he held numerous leadership roles involving: oversight of the nation's nuclear power plant inspection program; rulemaking for advanced nuclear reactors; and implementation of U.S. nuclear power plant enhancements based on lessons learned from the 2011 Fukushima nuclear accident in Japan. He also served as a policy advisor on the personal staff of the NRC's Chairman.

In 2018, Nathan completed a year-long White House Leadership Development Program fellowship at the Office of Management and Budget (OMB) leading government-wide customer experience (CX) initiatives. He was the architect of the "Improving Customer Experience with Federal Services" Cross-Agency Priority (CAP) Goal and co-authored the original government-wide CX guidance in OMB Circular A-11.

Nathan is a graduate of OMB's Senior Executive Service Candidate Development Program and has been recognized with 25 NRC awards, as well as the Service to the Citizen Award in 2019 for his work on government-wide CX.

CAREER CHRONOLOGY:

2021 – Present	Executive Director, Multi-Channel Technology, VEO, Washington, DC
2020 – 2021	Special Assistant, Office of Nuclear Reactor Regulation, U.S. NRC, Rockville, MD
2019 – 2020	Senior Executive Service Candidate Development Program, OMB, Washington, DC
2017 – 2018	White House Leadership Development Program Fellow, OMB, Washington, DC
2014 – 2017	Branch Chief, Office of Nuclear Reactor Regulation, U.S. NRC, Rockville, MD
2013 – 2014	Executive Technical Assistant, U.S. NRC, Rockville, MD
2012 – 2013	Chairman's Policy Advisor for Nuclear Reactors, U.S. NRC, Rockville, MD

EDUCATION:

2020	Certificate in Executive Leadership, American University, Washington, DC
2017	Master of Public Affairs (MPA), University of Missouri, Columbia, MO
2008	Certificate in Legislative Studies, The Government Affairs Institute at Georgetown University, Washington, DC
2002	Bachelor of Science in Materials Science and Engineering, The Pennsylvania State University, University Park, PA