

# Lindsay Young

## Experience

### General Services Administration

September 2014 - present

At GSA, I gained a broad experience from roles at 18F, the Centers of Excellence, and the GSA CIO. From my time as **Director of Agency Partnerships** at 18F, I spearheaded business development for 18F, bringing in over \$2 million. I was part of a CIO leadership team as **Chief of Staff** to the GSA CIO. I saved millions of dollars by modernizing infrastructure during my time as the **Cloud Lead** for the USDA Center of Excellence and the **Technical Lead** of the FEC project. I gained direct experience building modern, innovative software as a **Technical Architect** for projects with the Federal Election Commission and Department of Justice.

### Technical Architect, 18F

February 2019 - present

I serve as the architect and technical leader for an 18F project to modernize the DOJ Civil Rights Division's complaint intake system.

- Leading the technical implementation of a new system for reporting civil rights discrimination to the Department of Justice (DOJ). We are teaching our partners how to develop in a human-centered way, based on usability testing.
- Building the first cloud-based project for the Civil Rights Division, and its first implementation of the U.S. Web Design Standards.
- Teaching the Civil Rights Division how to implement continuous integration and deployment, and unifying currently disparate data into a non-proprietary database.

### Cloud Lead, Centers of Excellence

September 2018 to February 2019

Consolidated USDA data centers to achieve an estimated **\$5 million** a year in cost avoidance.

- Matured the USDA's cloud services team.
- Coordinated infrastructure and cloud programs across USDA.
- Led a team of contractors that provided cloud migration strategy consulting, and best practices to the USDA.
- Briefed the White House Office of American Innovation on cloud and infrastructure advancements.

## **Director of Agency Partnerships, 18F**

Acting, July 2018 to September 2018

Brought in **\$2.1 million** in new 18F engagements.

- Managed business development team and set 18F's business development strategy.
- Established and fostered effective and productive business contacts with **civilian and military** clients, understood client needs and capabilities, and explained complex usability, security, and technical requirements.
- Collaborated on communications strategy to highlight the value 18F provides to agencies.

## **Chief of Staff, GSA IT**

Detail, March 2018 to July 2018

As Chief of Staff, I answered directly to the GSA Chief Information Officer (CIO) on high priority, sensitive, and visible issues. I acted as a force multiplier for the priorities of the senior executive team, and kept senior leadership synchronized and effective.

- Advised the GSA CIO on technology modernization and technology transformation initiatives.

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- Streamlined operations and improved efficiency of the leadership team by developing automated software to replace manual processes.
- Measured program performance across GSA IT, and proactively identified and solved problems to make sure critical audits are completed on time.
- Review compliance with federal information security laws and policies, and advise on key CIO decisions.
- Coordinated GSA IT responses to proposed legislation and government-wide policies.
- Created a machine learning pilot that categorized support tickets from ServiceNow data into a format compatible with Technology Business Management (TBM) accounting. Evaluated an AI-based approach versus a heuristics-based approach. Present findings with the GSA Chief Technology Officer at the 2018 GSA Data Summit.

## **Technical Leader of Federal Election Commission Project, 18F**

September 2014 to March 2018

Because of the cloud migration I led, the FEC estimates that it [saves \\$1.2 million a year](#) in infrastructure costs. We delivered the FEC's first [API](#) and redesigned [fec.gov](#) using an agile and user-centered process. Not only did the FEC's [website improve](#), the FEC has implemented new processes that adopt best practices for cloud like automated testing with continuous integration, open source and agile delivery. By teaching these practices, I became a wider catalyst for organizational change.

### **Technical Leader Duties**

- Experience leading IT modernization projects and re-architecting legacy IT systems & infrastructure.
- Led the migration or deployment of legacy IT solutions to the new IT systems or infrastructure.
- Responsible for leading the design and implementation of the [multi-app cloud infrastructure](#).

- Created a work environment that encourages thinking and innovation through one-on-one coaching, workshops and videos.
- Created a long term vision for FEC technology and influenced others to translate vision into action. Coached and trained engineers on the FEC team on security compliance, incident response, cloud technologies, and APIs.
- Made organizational improvements by creating staffing and training plans for 10 technical team members.
- Coordinated security compliance for cloud apps. As system owner, led the team through the authority to operate (ATO) compliance process.
- Led incident response for the FEC project.

### **Technical Consulting Studies**

- **[FEC E-filing study](#)**: Designed a [technical roadmap](#) for migrating the FEC's legacy IT systems securely to the cloud. Co-led a technology policy initiative to create a shared vision for the FEC on modernizing its e-filing system to get better quality data, be responsive to user needs, and handle increasing volumes of data.
- **FEC Cloud study**: A 2016-2017 project assessing the state of the FEC's IT, that resulted in process improvements and an inventory prototype. We collaboratively outlined strategic plans to make the FEC an innovative, cloud-first agency.

## **Adjunct Faculty, Johns Hopkins University**

Fall 2015 and Summer 2016

Designed and taught *Unleashing Open Data with Python* for the Master of Science in Government Analytics program. The students learned to use Python to collect and analyze data and presented their findings by making a website. The students ranged from those with no programming skills to professional programmers.

## **ECA Professional Fellow, International Center for Journalists**

July 2014 to Feb 2015

Fellowship program managed by the International Center for Journalists and funded by the U.S. State Department's Bureau of Educational and Cultural Affairs (ECA). Visited Amman, Jordan.

## Sunlight Foundation

Nov 2010 to Sept 2014

**Software Engineer** *Former titles: **Reporter, Researcher***

Coordinated across Design, Communications and Policy departments to strategize, develop and launch web products that use government data to connect journalists and citizens to their government.

### Projects:

- [Foreign Influence Explorer](#) - A project about foreign influence in the U.S. that refactored legacy code to turn foreign lobbying records from the DOJ into structured data and a website.
- [Congress API](#) - A real-time API about the work and structure of Congress.
- [Scout](#) - A real-time alert service that delivers emails about Congress, regulations, state governments and court documents.
- [Capitol Words](#) - A website and API that parses the Congressional Record and makes it readable and searchable.

## Internships

**Senator Byron Dorgan**

Aug 2006 to Dec 2006

I created a memo on transportation issues that addressed concerns of the "NAFTA Superhighway," and wrote constituent letters about funding to public broadcasting organizations.

**Representative Anna Eshoo**

Sept 2005 to Dec 2005

I wrote constituent letters and performed receptionist duties. I obtained Congressional Research Service Certification and used CRS services provided by the Library of Congress.

## Awards

- Awarded 2016 Powerful Women Programmer by DC Femtech
- 2015 GSA Administrator's Award as part of the FEC project
- Recognized as Top 100 Awesome Women In The Open-Source Community by *source{d}*

## Education

### Pepperdine University

Master in Public Policy 2010

- *3.96 GPA*
- *Rank 2 of 50*

### University of California, Riverside

B.A. in History 2007

- 3.91 GPA
- Summa cum laude
- *Phi Beta Kappa*