

# Benjamin Sweezy

Raleigh, NC | 919-475-0852 | [bsweezy@gmail.com](mailto:bsweezy@gmail.com) | [linkedin.com/in/ben-sweezy-91514720/](https://www.linkedin.com/in/ben-sweezy-91514720/)

Performance-focused transformative CIO leader with a wealth of experience bringing cloud-based digital transformation projects to public sector agencies through value selling and data analytics product delivery. Proven government technology strategy expert utilized as a digital strategist for Salesforce's cloud-based projects for Federal civilian agencies and an entrepreneurial CIO leading a federal agency's migration to the Microsoft Azure/Office 365 cloud-based environments—as well as introducing new technology and methods in data analytics to public sector agencies. Skilled in driving sales and services and practicing strategic management across established and growth-oriented organizations. Proven track record of building, growing, and leading strong teams focused on project and program management, public sector product leadership, and data analytics. Excellent leadership and interpersonal relations focused on driving shared results with a strong background in collaboration, solution development, enablement, and data analysis. Delivers a world-class value-add experience to customers and drives product and usage expansion.

## Areas of Expertise

### Software, Data, and Analytics

Dev Product Owner

SQL & ETL, XML & JSON

Tableau, D3.js

Salesforce CRM

Geospatial

KPI & Metrics

Snowflake

Drupal, NodeJS, HTML/CSS

### Cloud-based Enterprise Transformation

Value Based Selling

Transformation Roadmaps

Platform Strategy

Persona-based Strategy

Gov Cloud Migration

On-Prem Data Center Shutdown

Low Code Platform

App Rationalization

### Public Sector Enterprise & Partners

Go-to-Market Multi-Product Collaboration

Prime Contract Teaming/Sub

Legislative Relations

Government Contracting

Federal Government

Public Sector Procurement

Public Administration

Federal Agency Leadership

## Accomplishments At A Glance

- Led partnership between Salesforce and partners Tableau and MuleSoft to develop go-to-market value based selling of enterprise data & analytics transformations for public sector agencies, particularly CXO and Chief Data Officer-led and initiatives.
- Constructed and implemented cloud-based customer transformation vision plans for 30+ Federal Civilian accounts for Salesforce core products (Service, Platform) and Tableau. Presented to executive customers in sales and renewal motions to close deals and grow business for key "big bet" individual accounts which influenced \$4M+ per year in closed deals' additional contract value.
- Led the "Executive Center for Government" at Salesforce to bring new and emerging cloud-based technology products and methodologies to channel partners and strategic public sector customer senior executives.
- First Tableau customer in the White House; government advocate & trainer of cloud-based data visualization and analysis in interagency budgeting and management reviews with Deputy Secretaries and CIOs at major federal agencies, leading to \$2B+ of realized cost savings reported to Congress during the 2012-2014 fiscal years.
- As CIO of a Federal agency, led replacement of enterprise-wide legacy grants management system with cloud-based partner shared service. Also led the overall agency migration to enterprise cloud services, shut down of legacy on-premises data centers, and reduction of IT security assessment costs by 65%.
- Launched a new federal web application in 60 days, demonstrating new agile methodologies in government space. Performed data architect, QA, and business analyst roles in agile software development in public sector agencies; developed XML & JSON data schemas for public sector interagency data exchange.

## Professional Experience

**Salesforce | Raleigh, NC**

**February 2020 – April 2023**

### **Director, Federal Digital Strategy / Business Transformation Executive**

- Led the Salesforce "Executive Center for Government," convening senior executive-level federal customers using Salesforce services to address common technology or business challenges in agencies. Collaborated with cross-functional account team (sales, solution engineering, customer success) on topics and agenda at Salesforce Tower San Francisco and other sites, conducting 24 events over 3 years with public sector executives from the United States, Europe, Australia, and Japan.
- Collaborated with leadership of federal agencies to apply cloud managed services and customer solutions to the agency's technical and strategic environment through IT transformation vision plans and roadmaps. Constructed CRM and platform transformation roadmaps and vision plans for USDA, TSA, CBP, HHS, and other civilian agencies and delivered continuous support to Federal Civilian sales leadership messaging to federal CIOs and program leaders.
- Communicated with customers in sales and renewal presentations and meetings to close deals and grow business for key "big bet" individual accounts (>\$500k ACV) which influenced \$4M+ per year in closed deals' additional contract value.
- Developed sales enablement Data Transformation Pathways for public sector, models for government agencies and Salesforce customer success staff to collaborate together to chart successful and impactful enterprise-wide transformation journeys focused

on data analytics, visualization, and executive dashboarding capabilities. Led Salesforce collaboration with partners in MuleSoft and Tableau strategy, sales, and solution engineering teams, including reference customers.

- Presented to customers and industry groups (ACT-IAC, FCW, Evanta, FedScoop) in standalone topics and panel discussions with federal leaders, on topics such as implementation strategies for cloud-based customer experience initiatives & federal policy.
- Developed a new sales operations KPI program to identify actionable improvements to public sector Go-To-Market performance: Configured dataflow, ETL, reports, and data visualizations to join together go-to-market support services, deal closure data, marketing campaign data, and customer success data for Global Public Sector. Used Snowflake to connect extracts of Salesforce CRM data via MuleSoft APIs for visualization in Tableau and CRM Analytics.

**Institute of Museum and Library Services | Washington, DC**

**February 2017 – June 2019**

**Chief Information Officer, Agency Deputy Director (Digital & Information Strategy)**

- Led Federal agency's migration to cloud computing, shut down legacy on-prem data centers. Led change management for affected users to transition to Sharepoint Online, Office 365, and Azure; reduced FISMA IT security assessment costs by 65%.
- Developed web and communications digital infrastructure strategy for Federal agency. Directed web content and services team; managed and debugged the IMLS agency public facing corporate website and applications (*Drupal, PHP, Node.JS*)
- Created the IMLS Data Product Strategy, a top-down enterprise data transformation strategy for the federal agency; led portfolio of new data & analytics technology products, such as, IMLS Labs, Library Search & Compare, Congressional Impact, Museum Universe, Rural Library Stats Database. Directed vision, execution, and user outreach.

**Incapsulate, LLC | Washington, DC**

**August 2015 – January 2017**

**Senior Consultant**

- Led public sector digital transformation partnership with government senior executives (Deputy Secretaries, CIOs). Led research team for US Federal CIO Council's *State of Federal IT* Report to support the on-boarding of incoming IT leadership to US federal government agencies; led interviews with each CIO at 24 US federal agencies; analyzed performance and oversight data; authored +300-page report and presented findings to White House OMB Federal CIO and the US Federal CIO Council.
- Developed KPI and data strategy for federal government-wide cloud migration and data center optimization program managed by General Services Administration. Established a government-wide community of practice through GSA; collaborated with partners to develop metrics, requirements, and scorecards; led data collection strategy, schema, and ETL/data quality tools.
- Trained global corporate resources and teams on Tableau Server and Tableau Online use for KPI and data strategy consulting engagements with public sector agencies (city, state, and federal).

**White House Office of Management and Budget | Washington, DC**

**May 2012 – August 2015**

**Program Manager / Data Strategy Lead**

- Led software development of data and analytics systems/implementations for public sector multiagency efforts at OMB. Automated the data collection, analysis, reporting, visualization, and executive dashboard components of CIO and Deputy Secretary strategic reviews of IT transformation programs leading to over \$2 billion of realized cost savings. Led stakeholder and user engagement, overall vision, vendor contracting strategy, feature roadmap, scrum backlog prioritization. (*Microsoft SQL Server back-end pushing to MySQL, Drupal front-end, D3.js visualizations and Tableau interactive dashboards.*)
- Won the *FCW Federal 100* award for leading collaboration with partners, system integrators, and federal senior executives for successful implementation of major changes to public sector IT policy & processes via FITARA IT acquisition reform law.

**SRA International | White House Office of Management and Budget | Washington, DC**

**February 2009 – May 2012**

**Senior Consultant (November 2011 – May 2012), Consultant (February 2009 – November 2011)**

- Hired to demonstrate emerging agile scrum methodology in public sector by launching a government system in 60 days. Provided XML data schema development, data rules & ETL testing, and overall business analyst role for ITDashboard.gov, a data and analytics-based transparency website of IT project performance across all Federal agencies built rapidly in Drupal and custom PHP. Led the interagency data exchange architecture and developer user communication.
- Conducted a user centered design research engagement with the Whitehouse.gov team, primarily focusing on findings from Google Analytics data review of traffic acquisition channels, content strategy, and audience strategy. Applied subject matter expert knowledge of using web traffic analysis to evaluate objectives, strategy, and content.

**Blue State Digital | Washington, DC**

**October 2008 – November 2008**

**Strategy Fellow**

- Performed web analytics, traffic analysis, and content strategy reviews during the 2008 campaign season. Consultant for online content and strategy using proprietary web tools, social networking, and online community analysis tools to engage target voters.

**National Security Agency | Fort Meade, MD**

**August 2003 – August 2008**

**Intelligence Analyst**

- Received the Stokes Scholarship Award, full tuition, and stipend for undergraduate education.

**Education**

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**BA in Public Policy Analysis, Business Administration (Minor) University of North Carolina at Chapel Hill | Chapel Hill, NC**  
**National Cryptologic School (NSA) Intelligence Analysis Development Program | Fort Meade, MD**  
**MIT Media Lab Open Leadership Camp Inaugural Cohort | Cambridge, MA**  
**Visual Display of Quantitative Information (Edward Tufte) | Silver Spring, MD**

## Presentations & Publications

### Talks and Panels

- Customer Experience Summit 2022 (ACT-IAC).** Panelist, *Lessons Learned from High Impact Service Providers on their CX Journey* (11/15/2022)
- FCW Summit: IT Modernization (Federal Computing Week).** Author & Presenter, *Master Class: The Post-FITARA Agency* (10/5/2022)
- Washington, DC CIO Executive Summit (Evanta a Gartner Company).** Panel Moderator, *Starting at Customer Centricity* (5/3/2022).
- Salesforce DC World Tour (Salesforce).** Panel Moderator, *Digital Transformation in Federal Agencies* (4/12/2022).
- IT Modernization Summit 2021 (FedScoop).** Author & Presenter, *Using Data Transformation to Guide Federal Innovation* (4/28/2021).
- FITARA Forum III (MeriTalk).** Panelist, *Federal Perspective on IT* (4/4/2016).
- Jump Start Your Agency IT Transformation (MeriTalk).** Panelist (6/17/2016).
- FITARA Breakfast Series (MeriTalk)** Author & Presenter, *Next Steps in FITARA* (6/14/2015).
- FITARA Forum (MeriTalk).** Author & Presenter, *The View from OMB* (8/11/2015).

### Other Media

- Podcast: American Council for Technology-Industry Advisory Council (ACT-IAC) (2022).** Author & Presenter, *ICYMI: The CX Journey of High-Impact Service Providers* <https://www.actiac.org/buzz>
- Video: IT Modernization Summit 2021 (FedScoop).** Author & Presenter, *Using Data Transformation to Guide Federal Innovation* (4/28/2021) [https://www.youtube.com/watch?v=f\\_EKh30TjRs](https://www.youtube.com/watch?v=f_EKh30TjRs)
- Video: Thought Leaders Series (FedScoop).** Author & Presenter, *Four Lenses of Federal Digital Transformation* (2021).
- Podcast: Carnegie Mellon University (2018).** Guest interview, *Interview With IMLS Deputy Director Of Digital And Information Strategy Benjamin Sweezy* <https://amt-lab.org/podcasts-interviews/2018/10/new-podcast-interview-with->

### Publications

- Salesforce Blog** (2022) Lead author, *How to Accelerate Digital Transformation with the Technology Modernization Fund* <https://www.salesforce.com/resources/articles/obtaining-technology-modernization-fund/>
- White House Federal CIO Council** (2017) Lead author & researcher, *The State of Federal IT Report (SOFIT)* <https://www.cio.gov/resources/sofit/>
- White House Office of Management and Budget** (2015) Lead author, *M-15-14 Management and Oversight of Federal Information Technology* [https://www.whitehouse.gov/wp-content/uploads/legacy\\_drupal\\_files/omb/memoranda/2015/m-15-14.pdf](https://www.whitehouse.gov/wp-content/uploads/legacy_drupal_files/omb/memoranda/2015/m-15-14.pdf)

**Technology Business Modernization IT-COST Commission** (2017) Commission Participant, *Accelerating the Mission: Recommendations for Optimizing Federal Technology Cost and Value in the Age of FITARA* <https://www.tbmcouncil.org/learn-tbm/the-federal-it-cost-commission/>

## Mentions in Press Clippings

**Federal News Network** (1/1/2022) *Executive Briefing Series: Overcoming the Challenges of Delivering Digital Services to Citizens Efficiently*  
<https://federalnewsnetwork.com/cme-event/federal-insights/executive-briefing-series-overcoming-the-challenges-of-delivering-digital-services-to-citizens-efficiently/>

**G2xChange** (2/26/2020) *Salesforce recruits rising leader Ben Sweezy to drive Federal Digital Strategy*  
<https://fedciv.g2xchange.com/salesforce-recruits-rising-leader-ben-sweezy-to-drive-federal-digital-strategy>

**Federal News Network** (7/22/2019) *DHS, GSA, PTO execs heading to private sector*  
<https://federalnewsnetwork.com/reporters-notebook-jason-miller/2019/07/dhs-gsa-pto-execs-heading-to-private-sector/>

**MIT Media Lab** (11/1/2017) *MIT Open Leadership Camp*. Inaugural cohort participant (photo included).  
<https://www.media.mit.edu/projects/open-leadership-camp/overview/>

**Federal Computing Week** (5/1/2017) *White House takes on technology revamp* (References the State of Federal IT Report)  
<https://fcw.com/it-modernization/2017/05/white-house-takes-on-technology-revamp/228702/>

**Federal News Network** (4/10/2017) *White House tech leaders conduct listen, learn with federal CIOs* (References the State of Federal IT Report)  
<https://federalnewsnetwork.com/reporters-notebook-jason-miller/2017/04/white-house-tech-leaders-conduct-listen-learn-federal-cios/>

**Federal Computing Week** (3/28/2016) *Federal 100: Ben Sweezy*  
[https://fcw.com/articles/2016/03/28/fed100\\_sweezy-ben.aspx](https://fcw.com/articles/2016/03/28/fed100_sweezy-ben.aspx)

**FedTech Magazine** (8/12/2015) *FITARA's Effect on Federal Technology*  
<https://fedtechmagazine.com/article/2015/08/fitaras-effect-federal-technology>

**Federal News Network** (8/12/2015) *OMB expects 'believable plans' from agencies as FITARA deadline nears*  
<https://federalnewsnetwork.com/omb/2015/08/omb-expects-believable-plans-agencies-fitara-deadline-nears/>

**MeriTalk** (6/14/2015) *Tea With Tony*  
<https://www.meritalk.com/tea-with-tony/>

**FedScoop** (6/10/2015) *Scott announces final FITARA guidance, sets goals for success* (Coverage of FITARA memo release)  
<https://www.fedscoop.com/scott-announces-final-fitara-guidance-sets-goals-for-success/>

**FedScoop** (4/30/2015) *White House releases first draft of FITARA guidelines* (Coverage of FITARA memo release) <https://www.fedscoop.com/white-house-relases-first-draft-of-fitara-guidelines/>

**NextGov** (3/3/2015) *Rollout of New CIO Powers Could be 'Uneven,' DOJ CIO Says*  
<https://www.nextgov.com/cio-briefing/2015/03/fitara-implementation-will-be-uneven-says-doj-cio/106593/>

**Federal News Network** (2/16/2015) *FITARA implementation listening tour*  
<https://federalnewsnetwork.com/congress/2015/02/fitara-implementation-listening-tour/>