

Ann P. Kalayil



EDUCATION

- Ph.D. University of Wisconsin-Madison
Major: History, Minor: Political Science
- M.A. University of Illinois-Urbana
Major: Asian Studies
- B.Sc. Northeastern Illinois University
Major: Computer Science
- B.A. University of Illinois-Chicago
Major: Political Science, Minor: History

PROFESSIONAL EXPERIENCE

Regional Administrator (Presidential Appointee), Great Lakes Region, U.S. General Services Administration-GSA, Chicago, IL (January, 2011 - present)

- Serves as an extension of the GSA Administrator and has responsibility for the delivery of real estate, technology and acquisition solutions to the federal government in the Great Lakes Region (Illinois, Indiana, Michigan, Ohio, and Wisconsin). Oversees the region's portfolio with an operational budget of over \$200 million, approximately 860 employees, building inventory of 35.3 million square feet, \$3.76 billion in procurement operations, and 15,164 motor vehicle fleet.
- Serves as the Digital Strategist for GSA's Workplace Strategy group and has responsibility to develop, through human-centered design, a methodology and practice that integrates technology, people, and space in delivering workplace solutions.
- Responsible for the concept and implementation of GSA's Fine Arts interactive website www.gsa.gov/fa which gave public access to the nation's largest public art collection.
- Decides on all enterprise-wide major investments over \$2.5m being the only regional member (10 members) of GSA's Investment Review Board, which holds financial authority and oversight on all agency investments including IT.
- Oversees performance of GSA's financial assets in keeping with policies and guidelines as the only regional member (15 members) of the agency's Management Control and Oversight Council.
- Spearheaded development of the regional sustainability plan that improved all regional operations, including reducing energy intensity, minimizing waste, and

adopting green technology in facilities management, acquisitions, and fleet management.

- Responsible for implementing in the Great Lakes region an economic development framework for GSA's asset management and disposal strategy in real estate operations.

Emerging Technologies Strategist, Campus and Academic Services, Information Technology Services, University of Chicago, Chicago, IL (July, 2010 – December, 2011)

- Spearheaded the implementation of a Knowledge Management System for students, faculty, and administrative staff as a result of mapping technology to education needs; managed an evolving enterprise knowledge ecosystem through human-centered design.
- Established mutually beneficial partnerships between the University and other higher education institutions in the sharing of technology. Developed and negotiated formal memorandum of understanding that became a successful model for future collaborations.
- Led efforts to establish the first enterprise-wide IT Service Catalog with an ongoing assessment of 120 services offered to drive operational transparency and cost efficiency. Collaborated with other universities and college to determine an evaluation process of services based on ROI, risk tolerance, and technology life cycles.
- Developed strategy in evaluating and advising on cutting-edge learning technologies that mapped technology to the needs of students, faculty, and other campus-wide organizations.

Director, Client Services and Support, Information Technology Services, University of Chicago, Chicago, IL (October, 2007 – June, 2010)

- Provided leadership, motivation and mentorship to staff of 30 employees tasked with major technology upgrades; responsible for managing an operational budget of over \$1 million; accountable for budget development and recharge operations of technology infrastructure on all capital construction projects at the University and Medical Center.
- Responsible for leading and managing client relations between IT Services and students, faculty, physicians, staff and affiliates serviced by the organization. Established a cross-functional team that led focus groups, conducted usability tests of new products, and coordinated surveys by targeting customer segments to gain understanding of needs and better support user community.
- Provided direction and leadership to cross-service teams that converged data and voice technology by implementing VoIP technology throughout the university and medical center; managed a successful project by using only in-house resources saving money and resources for the University.
- Represented the University in external stakeholder meetings for the expansion of emergency management services in the Hyde Park community; negotiated successfully with community partners on site requirements while balancing vendor procurement requisites.

- Managed a team that delivered foundational IT services using project management principles for all major renovation and new construction projects at the University and Medical Center.

Associate Director, Integrated Client Services and Support, Networking Services and Information Technologies, University of Chicago, Chicago, IL (January, 2006 - September, 2007)

- Reduced University liability by developing and implementing a governance model that maintained integrity of data to national 911 phone databases.
- Collaborated with customers to provide best solutions as well as with contractors and vendors to define best practices. Managed internal information technology services and resources for campus community, university hospitals, residence halls and university affiliates.
- Championed the introduction of ITIL within service delivery and support to align IT services with business needs.

Manager, Client Services, Networking Services and Information Technologies, University of Chicago, Chicago, IL (March, 1998 - December, 2005)

- Managed project teams that were responsible for implementing IT infrastructure that integrated with cutting-edge user-oriented applications for newly-constructed medical centers and student residential facilities.

Consulting Services Analyst, Networking Services and Information Technologies, University of Chicago, Chicago, IL (August, 1992 - March, 1998)

Data Analyst, Information Services, Louis A. Weiss Hospital, Chicago, IL (September, 1978 - October, 1992)

Research Assistant, Department of Sociology, University of Wisconsin-Madison, Madison, WI (1987 - 1988)

COLLEGE TEACHING EXPERIENCE

Adjunct Professor, Department of Sociology, DePaul University, Chicago, IL (September, 2003 - June, 2005)

Adjunct Professor, Department of Asian and Asian American Studies, Loyola University, Chicago, IL (September, 2000 - May, 2003)

Adjunct Professor, Department of History, University of Illinois, Chicago, IL (Fall 1999)

SELECTED PRESENTATIONS

"*Technology Matters: GSA's Technology Strategy for the Workplace*", CORENET Global (The Global Association for Corporate Real Estate), Philadelphia, PA, October 18, 2016.

"*A Case Study of Understanding the Intersection of Technology in the Workplace in GSA: A Multi-Dimensional Framework Using Data Analytics*", International Facilities Management Association, San Diego, CA, October 6, 2016.

"*GSA: Strategically Sustainable*", Keynote Address, National Association of Environmental Professionals, Chicago, IL, April 14, 2016.

"*How GSA is Using Data Analytics to Drive Operational Excellence*", Internet of Things Conference, Schaumburg, IL. April 13, 2016.

"*GSA Driving Sustainability Within Federal Government*", Keynote Address, International Conference on Engineering and Technology Management, Chicago, IL. September 5, 2015.

"*Improving Government Technology Management through Shared Services*", American Society for Public Administration Conference, Chicago, IL. March 7, 2015

Co-Panelist in the Sustainable Leaders Panel, Greentown Conference, Chicago, IL. May 22, 2014.

"*US General Services Administration's Great Lakes Region Water and Sustainability Initiatives*" Keynote Address presented to NEXUS 2013: International Water Nexus Summit at Northeastern Illinois University. Chicago, IL. March 6, 2013.

"Public Service and Global Leadership", Valparaiso University, Valparaiso, IN. July 19, 2012

"Using the User for Successful Systems Conversions and Implementations" EDUCAUSE Conference. Chicago, IL. March 23, 2009.

PROFESSIONAL AFFILIATIONS & CIVIC ENGAGEMENT

Association of Asian American Studies, Member, 2016.

Cook County Commission on Women's Issues, *Commissioner*, 2012 - present.

Chicago Council on Global Affairs, Leadership Circle, 2014 - present.

Chicago Federal Executive Board, past-Chair and member of Executive Board, 2011 - present.

Chicago Federal Executive Board, co-Chair of the Emergency Preparedness Action Committee, 2014 - present.

Illinois Community College Board, *Board Member*, 2016 - present

Illinois Women's Institute for Leadership, *Secretary of the Board*, 2000 - present.

New Leader's Council, Advisory Council, *Member*, 2016 – present.
 South Asian American Policy and Research Institute (SAAPRI), co-Director, 1999 - present.
 Presence Saint Francis Hospital, Community Leadership Board, *Member*, 2016 - present.
 White House Initiative on Asian Americans and Pacific Islander, co-Chair of Interagency Working Group, 2012 - present.

AWARDS AND FELLOWSHIPS

American Institute of Indian Studies Doctoral Research Fellowship, 1988 - 1989.
 Asian American Coalition Pan Asian American Award, 1998.
 College of DuPage Computer Information Systems Advisory Board, 2012 – 2015.
 Foreign Language Area Studies Fellowship in Hindi, 1985 - 1987.
 General University Fellowship, 1982 - 1983.
 Leadership Greater Chicago Fellow, 2001.
 MOR IT Leadership Program, 2007.
 Northeastern Illinois University Distinguished Alumna Award, 2013.
 University of Wisconsin Travel Fellowship, 1987 - 1988.
 Women at the Top of the Game, 1999.

PAST COMMUNITY SERVICE AND CIVIC ENGAGEMENT

Asian Pacific Americans for Progress, *Board of Director*, 2007 - 2010.
 Attorney General Lisa Madigan Asian American Council, *Advisory Member*, 2003 – 2013.
 Asian American Educator's Association, *Board of Director*, 1990 - 1994.
 Asian American Institute, *Founding Board Member and Board of Director*, 1992 - 1998.
 Attorney General's Blue Ribbon Advisory Panel on Child Advocacy, *Member*, 1994.
 Attorney General Lisa Madigan Asian American Transition Committee, *Chair*, 2002.
 Attorney General Lisa Madigan Civil Rights and Discrimination Transition Committee, *Member*, 2002.
 Barack Obama's Presidential Exploratory Committee, *Member*, 2007.
 Campaign to Elect Claude Walker for State Representative, *Campaign Chair*, 2000.
 Chicago Alternative Policing Strategy (CAPS) Award, 2002.
 Chicago Access Network, *Board of Director*, 1992.
 Chicago Historical Society (Neighborhood History Project), *Advisory Member*, 2000.
 Chicago Public School - Asian & Asian American Council, *Advisory Member*, 2000 – 2004.
 Daniel Biss State Representative Campaign, *Steering Committee Member*, 2008.
 Democratic National Convention, *Illinois at-large delegate pledged to Obama*, 2008.
 Democratic National Committee- Illinois Delegate and Member-At-Large, 1996 – 2001.
 Governor's Illinois New American's Immigrant Policy Council, *Member*, 2005 - 2006.
 Greater Chicago Fellows Selection Committee, 2008, 2009, 2010.
 Human Relations Foundation (Multi-Cultural Advisory Committee on Media), *Member*, 1996.

Illinois Commission on Civil Rights and Discrimination, *Commissioner*, 2005.
Illinois Campaign for Political Reform, *Board of Director*, 2000 - 2006.
Indo-American Center, *Past-President*, 2000 - 2012.
Indo-American Democratic Organization, *Past-President*, 1990 - 2011.
Indo-American Heritage Museum, *Founding Circle and Board of Director*, 2008 - 2010.
Judge Sandra Otaka, *Campaign Chair*, 2002-successful election.
Leadership Greater Chicago Fellowship Board, *Board of Director*, 2002 - 2006. Leadership
National Women's Political Caucus-Chicago, *Board of Director*, 1992.
Obama for America, Asian American and Pacific Islander Leadership Council, *co-Chair*
2007 - 2008.
Obama for America, South Asia Policy Committee, *Member*, 2008.
Obama Presidential Transition Team, Social Innovation and Technology Committee,
Member, 2008.
Peggy Notebaert Nature Museum, *Diversity Task Force Member*, 1999.
South Asian Americans Leading for Tomorrow, Advisory Board, *Member*, 2007 - 2011.
State Comptroller Dan Hynes Asian American Advisory Board, *Member*, 1999 - 2002.
U.S. Presidential Rank Award Review Board, *Member*, 2010.
United Way, Diversity Committee, *Member*, 2002.
University of Wisconsin Multicultural Council, *Council Member*, 1987.
West-Ridge Community Planning Board, *Committee Member*, 2006 - 2007.
Women's Voices Women's Votes, *Board of Director*, 2006.

REFERENCES

Provided Upon Request