Amira Boland (She/Her)
Chief of Staff, New Practice Lab

Amira Boland is Chief of Staff at the New Practice Lab, a team that provides free interdisciplinary delivery teams to improve program delivery for families with young children. She was the first-ever lead of the United States' Federal Customer Experience (CX) team in the Executive Office of the President, a role and effort she built in 2018. She received a Samuel J. Heyman Service to America Award, the premier awards program recognizing federal civil servants, for her work pioneering policies to improve customer experience and public service delivery, and was the chief architect of President Biden's Executive Order on Customer Experience. Amira joined the Federal government as a founding member of the White House Social and Behavioral Sciences Team. Following the Obama administration, she served as the deputy director of the Office of Evaluation Sciences, building the capacity of civil servants to embed evaluations into program delivery. Prior to Federal service, she worked in the private sector on financial services and insurance product design. She teaches at Georgetown University, is a Fellow at the Harvard Kennedy School, serves on the Advisory Council at Stanford Impact Labs, and is a proud mom of two and ramblin' wreck from Georgia Tech.

Supplemental Materials

❖ [Overview of Learning Agendas for Federal Agencies](#)

❖ [Toolkit of Resources on the Evidence Act](#)