

Lindsay Moore, Veterans Health Administration, Department of Veterans Affairs

Lindsay is a Customer Experience Strategist with the Veterans Health Administration (VHA) in the US Department of Veterans Affairs (VA). Her career has focused primarily on customer experience and behavioral economics research in public administration contexts, including in education, child welfare, child development, health, tax, labor, and military/veterans affairs. Lindsay previously worked as a Principal Advisor at the [Behavioral Insights Team \(BIT\)](#) where she led BIT Americas' portfolio of work in US states and the federal government, focusing on using insights from behavioral science and rigorous evaluation to improve state and federal government operations, policies, and programs. In 2018, Lindsay served as a Senior Fellow for Casey Family Programs, the nation's largest operating foundation dedicated to safely reducing the need for foster care and building stronger communities and families in the United States. Before joining BIT, Lindsay worked for Colorado Governor John Hickenlooper on his Performance Management Team, and for the governments of Australia, the United Kingdom, and Somaliland on science policy and education.

Lindsay holds a BA in Psychology and Neuroscience from Williams College, where she graduated magna cum laude and Phi Beta Kappa, an MPhil from Cambridge University in Psychology and Neuroscience in Education, and an MPP from Harvard University's John F. Kennedy School of Government. She is also a community college graduate.

Find Lindsay on [LinkedIn](#), [Twitter](#) or [email](#) her at the VA.