

Eric Hysen

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Experience

Biden-Harris Transition Team | Technology Strategy & Delivery | 2020 - present | Washington, DC

- Led development of technology delivery action plans for top policy priorities.

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Senior Fellow, Policy Design & Implementation | 2020 - present | Washington, DC

- Led a joint project with the Penn Biden Center for Diplomacy and Global Engagement to identify concrete recommendations for innovations in policy, personnel, process, and systems to reinvigorate U.S. humanitarian diplomacy, maintain the rigorous vetting of refugees, and securely increase refugee admissions multifold. [The report](#) provides an operational roadmap for rebuilding and reimagining the U.S. Refugee Admissions Program.
- Scoped and launched policy implementation projects in areas including the social safety net and election security. Contributed to the design of an [executive education program](#) to prepare experienced technology leaders to engage effectively with public sector challenges.

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Special Consultant & Projects Lead | 2020 - present | Sacramento, CA

- Led strategy, prioritization, and scoping of policy implementation projects for a new office created by Governor Newsom to improve services for the people of California through a human-centered approach to design and technology. Policy areas included homelessness, paid family leave, and tax reform.
- Directed response to technology and operational issues with unemployment insurance during the COVID-19 pandemic. Oversaw efforts including CARES Act implementation, customer service enhancements, and infrastructure upgrades to improve system stability.

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Director of Operations for Policy & Advocacy | 2017 - 2020 | Redwood City, CA

- Led day-to-day management and operations of the Justice & Opportunity Initiative and Policy, Advocacy, Communications & Brand teams. Oversaw operations, including recruiting and HR lifecycle, grants management, procurement, budgeting, and goal-setting, for a 70 person organization with over \$250M annual budget.
- Oversaw operational restructuring of FWD.us, CZI's primary immigration & criminal justice reform advocacy partner, including budget overhaul, creation of new bylaws and Board of Directors, hiring and onboarding of first COO, and design and execution of new fundraising strategy.
- Helped build the Justice & Opportunity Initiative, CZI's third major pillar of work, spanning Criminal Justice Reform, Immigration, Economic Opportunity, and Housing Affordability. Built partnerships with other large and small funders across the country. Led the development of CZI's immigration reform strategy.
- Developed and executed strategy for using tech and data to improve social service delivery, integrating technical exploration, human-centered design, and grantmaking. Designed and executed pilots in areas including Medicaid & SNAP enrollment, workforce development, and skills training.

U.S. Department of Homeland Security | Executive Director, DHS Digital Service | 2015 - 2017 | Washington, DC

- Created the [DHS Digital Service](#), a new office of 35 software engineers, product managers, designers, process engineers and policy experts charged with tackling critical challenges from the President and Secretary of Homeland Security through technology, data, operations, and design. Responsible for bringing modern technology best practices to projects with annual spend of over \$500M. Held Top Secret/SCI security clearance.
- Accelerated \$1B initiative to modernize America's immigration system through redesigning the immigrant experience online. Launched [online filing and streamlined processing](#) of naturalization and green card forms. Over 30% of immigration applications were processed digitally in 2017, up from less than 10% in 2014.

- Led redesign of the U.S. Refugee Admissions Program to meet President Obama’s unprecedented goal to admit 85,000 refugees in 2016 through data analytics, predictive modeling, and process engineering. [Read more.](#)
- Directed teams working across [airport security](#), the [import/export system](#), and [procurement reform](#).
- Managed all aspects of growing a startup team, including hiring, budget, facilities, HR, and communications.

The White House | Founding Member, U.S. Digital Service | 2014 - 2015 | Washington, DC

- Co-founded a new team using modern design, technology, and operations to implement priority policies. Primarily worked with DHS on immigration modernization from the White House before creating the DHS Digital Service.
- Supported all areas of USDS’s growth from just seven people when I joined to over 200 when I left the administration, including hiring standards and practices, growth strategy, and team culture.

(b)(6) Product & Program Lead, Politics & Elections | 2009 - 2014 | Washington, DC

- Developed products to drive voter participation and civic engagement through Google’s platforms and open data.
- Launched voting information in Google Search used over 23 Million times to find polling places and ballots in the 2012 US election, along with Civic Information API, live election results map, and voter registration guide.
- Directed data ingestion for US and international civic data, integrating complex datasets from hundreds of national, state, and local government and nonprofit partners in over 40 countries.
- Built and engaged a network of over 100 developers using the Civic Information API to reach millions of voters.
- Intern (2009-2011) → Software Engineer (2011-2012) → Technical Program Manager (2012-2014)

Education

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Skills & Technology

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