

**DAVITA VANCE-COOKS**

Customer Services
Acting Managing Director

As Acting Managing Director of Customer Services, Davita Vance-Cooks is responsible for maintaining and enhancing the U.S. Government Printing Office's (GPO) customer relationships. Vance-Cooks oversees the staff that produces or procures printing, manages contract administration, and provides prepress and design consultation services. GPO's customer outreach, satisfaction measurement, and marketing efforts are also led by Vance-Cooks.

Biography

Vance-Cooks joined GPO in 2004 as Deputy Managing Director of Customer Services. Vance-Cooks has extensive experience in operations management, market research, product development, and strategic planning. Vance-Cooks has held a number of senior management positions in third party administrator web-based companies and insurance organizations. Before coming to GPO, she was a consultant serving in the capacity of Vice-President of Operations for a web-based health care services company that specialized in resolution of reimbursement health care issues. Prior to that position, she was the General Manager for HTH Worldwide Insurance Services and was responsible for third party administrator functions that included claims, customer service, contact center, enrollment, billing, accounts receivable, premium accounting, account management, and IT functions. Previously, she was Senior Vice-President of Operations for NYLCare Health Plans. She also held multiple positions within several Blue Cross Blue Shield Plans including Director of Customer Service and Claims, Director of Membership and Billing, and Director of Market Research and Product Development.

Vance-Cooks graduated from Tufts University with a Bachelor of Science degree in Psychology. She received her MBA from Columbia University in Marketing and Finance.