

**DAVITA VANCE-COOKS****Managing Director of Publication & Information Sales**

Davita Vance-Cooks oversees GPO's Publication & Information Sales Business Unit and leads the team responsible for the sale of a broad range of Federal print and electronic information products to the public. Examples include: *Budget of the U.S. Government*, *Civics and Citizenship Toolkit* and *9-11 Commission Report*. She is also responsible for GPO's Agency Distribution Services program, which delivers more than 25 million information products to individual customers on behalf of partner agencies.

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.