



KIRK KNOLL
Customer Services
Acting Managing Director

Knoll oversees GPO's Customer Services business unit which consists of printing professionals located in Washington D.C. and a nationwide network of regional offices. Customer Services is dedicated to ensuring that GPO's customers' requirements are met with quality products and solutions provided in a timely, cost-effective, and professional manner.

Biography

Knoll has more than 20 years of experience with GPO's Customer Services, Information Technology & Systems, Program Management, and Business Continuity operations. In addition to his role as Acting Managing Director he will maintain his responsibilities as the director of the Office of Development and Program Support in GPO's Customer Services business unit where he oversees the Customer Services IT helpdesk and a project management team for IT-related projects and is responsible for developing the Electronic Procurement Information Control (EPIC) program that will replace and integrate current print procurement legacy systems with a world-class electronic procurement workflow. Knoll previously served as GPO's Business Continuity Manager and in that position he instituted a sustainable program to improve the agency's preparedness in order to successfully provide support for Congress, the Office of the Federal Register, and the Department of State. Knoll has also held other management positions in GPO's Program Management and Customer Services business units.

He received a Bachelor of Science Degree in Technology in 1990 from Pittsburg State University.