

## FSA Training Conference

### Speaker Bio

Session(s): BO21. New - Federal Student Aid Information Center

## Christian L. Odom

*Senior Program Manager, Next Gen Program Office*

Christian L. Odom is a Senior Program Manager in the Next Gen Program Office and is currently leading the delivery of Next Gen Business Process Operations (BPO). BPO is the contact center personnel component of Federal Student Aid's (FSA) modernization efforts. BPO providers will ultimately replace legacy loan servicers and private collections agencies by providing customers and partners across all FSA programs and operations with support via contact centers and manual back-office processing. The Next Gen Program Office is responsible for the management of all aspects of the Next Gen FSA program and is responsible for managing and integrating all Next Gen FSA projects to ensure prompt and effective delivery of program outcomes.



Christian has served in several roles at FSA, over the past seven years, as a loan servicing subject matter expert focused on the development of new capabilities and strategic process reengineering/improvement to better support the agency's mission and reduce costs. Christian has overseen several major programs to include PSLF, TEACH, and other loan discharge/cancellation programs. He has also led and been instrumental in the delivery and implementation of major efforts such as the rollout of Automatic Closed School Discharge processing to TEACH Grant Reconsideration.

Before joining FSA, Christian worked in the student loan servicing industry for 10 years in various capacities ranging from Contact Center management to Policy & Regulatory Administration at Great Lakes Higher Education. Christian holds a Bachelor of Science degree in Political Science and Professional Business and an MBA in Financial and Multinational Business Management from the University of Wisconsin-Whitewater. Christian is supported by his amazing partner Maria Omer and four children.