

## **Dr. Frances Duggan Kassinger**

Dr. Frances Duggan Kassinger (Fran), is the Training Manager for the Enterprise Business Solutions (EBS) business unit in the Department of the Treasury's Chief Information Office (CIO).

Dr. Kassinger received her Bachelor of Science and her Masters in Elementary Education from the University of Georgia and her Doctorate in Human Development from Virginia Tech. Beyond her specialized field of Education and Human Development, Dr. Kassinger has certifications in Lifestyle Coaching, Strategic Planning, Leadership, Program Management, Project Management, Quality Management, Sales, and Marketing.



Dr. Kassinger began her career as a public school teacher with the American Teacher Corp in inner city Atlanta. This introduction to education, followed by subsequent teacher positions in in the rural backwoods of Appalachia, suburban Georgia, cattle country of Texas, and impoverished areas of Virginia offered invaluable experience and professional development experience as well as various local and states' recognition.

In 1980, the United States Air Force commissioned Dr. Kassinger as a regular officer. While in the USAF, Dr Kassinger served in several leadership positions in the United States as well overseas to include Chief Learning Officer, Chief of USAF Marketing and Publicity for an 8 state region, U.S. military liaison for 5 overseas schools, Chief Base Administrator, a college professor and instructor of DOD trainers and public school administrators. Ultimately, Dr. Kassinger became the USAF Chief Facilitator trainer of quality management processes. Following her service in the First Gulf War, Dr. Kassinger resigned her commissioned in December, 1992 with numerous awards and high-level recognition for her service.

In 1993, Dr. Kassinger accepted a training consultant position with a Virginia-based, international firm. In this new area of work, Dr. Kassinger established an automated instructional design system that offered remote military personnel onsite, critical training support. The company then promoted her to senior staff as the IT Organizational Developer for over 3500 employees. In this position, Dr. Kassinger transformed the company's national IT division into collaborative teamwork program guided by accountable leadership and once again gained awards and recognition for her work.

In 1996, Dr. Kassinger accepted a part-time opportunity to design training that could be more effective but simultaneously lower organizational cost. This particular effort introduced her to the value proposition of distance learning methods. Her part-time work, then led her to subsequently initiate the industry's first online curriculum for basic insurance credentials. Sometime later, the Educational Director of the National School Boards Association (NSBA) hired Dr Kassinger to lead their educational outreach to state educational leaders.

In 2006, Dr. Kassinger accepted the Department of the Treasury's offer to create and manage

the first training program for their newly established shared service Human Resource management system. She remains in this position, today.

Dr. Kassinger is a community leader having twice served her community as an elected official, a school board member, and a director on numerous city boards, to include the City Planning Board, Social Services Advisory Board, Parks and Recreation Advisory Board, Educational Foundation Board, and on the district school board. Dr. Kassinger additionally established and managed a grass roots charity organization for 12 years. She was the elected Chairwoman for The Governor's School @ Innovation Park, an educational program for particularly gifted high school students, a foster parent for two disadvantaged children, Girl Scout leader, and Sunday-school teacher.