

Joe Ward

Mr. Ward currently serves as Chief, Customer Service for the Defense Travel Management Office, Office of the Under Secretary of Defense, Personnel & Readiness. In this position he oversees a travel assistance center and tier 3 help desk that provides travel support to 1M+ Department of Defense (DoD) travelers to include 20,000+ defense travel administrators. In this role he provides policy and process guidance to all four Services as well as DoD agencies and manages an annual customer satisfaction program.

Joe has more than 30 years of executive, leadership, and managerial experience in the Federal Government and private sector. Prior to his current position, he was a senior manager and manager for two different Big 4 accounting firms, Deloitte Consulting LLP and KPMG LLP respectively. Mr. Ward is a retired Air Force officer and has a strong background in financial management, strategic planning, customer service, and audit.

Throughout his distinguished military career, Joe was recognized for his leadership and ability to build strong teams, make tough decisions, and deliver measurable results. His awards include being named one of the top finance officers in DoD by the American Society of Military Comptrollers and leading a number of finance organizations to be recognized as the “best” during his tenure of duty.

He is Immediate Past President of the Prince William County chapter of Alpha Phi Alpha Fraternity, Inc. and a senior director on the board of the Ira Dorsey Scholarship Endowment Fund. Under his leadership, the chapter enhanced many of their community service projects to include raising over \$40K for the MLK Memorial Foundation and managing a mentoring program recognized as a “model” for others to emulate. As a result, the chapter was recognized two consecutive years as the #1 alumni chapter in the Commonwealth. Joe and his wife Lucia reside in the Washington DC metropolitan area and have four children.