Kevin McCreight

Kevin McCreight has been with the IRS since 2004. He is the Director of the Contact Center Support Division (CCSD). Kevin is responsible for the planning, management and monitoring the IRS toll-free call center infrastructure that answers over 60 million live and automated calls annually.

Prior to his current assignment, Kevin was a Program Manager in the Web Applications Program Management Office (Web Apps PMO). He was on the original team that formed the Web Apps PMO, implemented Agile product development practices and launched the online account product. He was responsible for strategic planning, financial management, contract management and product planning for the Web Apps PMO.

Previously, Kevin was a team member of the Service-On-Demand program that developed the IRS enterprise taxpayer digital communications strategy. He was the program manager for the W&I Customer Account Services (CAS) Program Coordination and Support (PCS) branch responsible for CAS financial management, oversight and audit coordination, reporting, metrics, FISMA compliance and many other programs. Before joining CAS, Kevin was a program manager in the W&I Business Systems Planning (BSP) organization where he formed the Integrated Automation Technologies (IAT) team that develops and maintains over 300 taxpayer service desktop automation tools. Kevin started out his IRS career in the W&I BSP providing program and project management support to several IT projects.

Before joining the IRS, Kevin worked as both an IT project manager and consultant for several different firms in a variety of industries. After he graduated from college, he served as a submarine officer and nuclear engineer in the U.S. Navy.

Kevin is a graduate of the Summer 2018 IRS Candidate Development Program. He also earned his MBA from the University of Maryland, and he received a BA in Physics from Carleton College. He lives in Atlanta with his wife, Teresa, and three very energetic German Shorthaired Pointers that they train, compete, and occasionally win confirmation and field competitions. Kevin has two adult sons living, working and going to school in Atlanta.