



ANDREW S CHIU

**DIRECTOR, PRODUCT
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Andrew Chiu is the Director, Product Management & User Experience Design in IRS' Office of Online Services. In this role, he is responsible for providing leadership, oversight, and direction for the strategic growth of IRS' online products and services. He leads a division focused on designing the impactful, customer-experience oriented digital products and experiences based on user testing, research, and best practices. Andrew began his IRS career in 2010, in the Employment, Talent, and Security (ETS) division of IRS' Human Capital Office.

He is a graduate of IRS' 2014 Executive Readiness Program, and his assignments have included serving as Assistant-to the Identity Assurance Executive; Deputy Executive Director of Equity, Diversity, and Inclusion; Senior Risk Advisor in Enterprise Risk Management program; and Program Manager for Return Review Program. Andrew also served as the Deputy Director of ETS and Deputy Director for Workforce Progression Management in IRS' Human Capital Office. Before joining IRS, Andrew's career included project management in the energy and international logistics industries, as well as process re-engineering and technology consulting with other Federal agencies.

Andrew holds a Bachelor of Science in Business Administration and a Master of Science in Electronic Commerce from Carnegie Mellon University. He resides in Virginia with his wife and two spunky daughters, and is also an avid photographer.