

Donna Achimov
Vice-President, Individual Learning, Canada School of Public Service

Donna Achimov joined the Canada School of Public Service in July 2007 as the Vice-President, Individual Learning and is responsible for learning programs which build individual capacity so that public servants are able to perform in their current job and take on the challenges of the next job in a dynamic, bilingual environment.

Ms. Achimov joins the School from Service Canada where she was the Assistant Deputy Minister, Citizen and Community Service Branch, responsible for developing service strategies which introduced new ways to bundle and deliver programs and services for Canadians. In addition, she was responsible for citizen research, community engagement, and she championed the learning and accreditation of client service staff.

Before Service Canada, Ms. Achimov held a number of senior level positions where she was responsible for call centre operations and web services, notably 1 800 O-Canada and the government of Canada's website Canada.gc.ca. She has also held a number of positions with Public Works and Government Services Canada in the areas of communications and real property.

Ms. Achimov is a graduate of the Carleton University School of Journalism. She has spent her career in government involved in communications, public dialogue and citizen service. She is active in her community and sits on a number of Boards including the Association of Professional Executives.