

**KAY HURLEY**  
**GSA CUSTOMER SERVICE DIRECTOR**



Kay Hurley joined GSA in 1997 as Customer Service Director for GSA/Federal Acquisition Service to assist federal employees implementing streamlined acquisition as a specialist in the use of Federal Supply Schedules and e-commerce for market research.

She is a past member of Society of Aerospace Engineers whose activities involve finding commercial technologies and products to replace military specifications for products and gain access to new technology and products through GSA contracting vehicles. She has assisted the Air Force, the Army, NASA, the National Guard, the VA and multiple civilian agencies in OH and MI to streamline procurement for professional services and commercial products.

Previously, Kay Hurley was a Government Program Manager in private sector for 19 years. Kay Hurley holds an Associate Degree in Technology and a Bachelor's Degree in Business Management from The University of Akron in addition to numerous continuing education and professional development programs. Kay Hurley has worked with the government sector for over 25 years helping bring commercial products and services to the federal marketplace through simplified acquisition.

She resides in Norton, OH with her husband and 2 children.