

Heather Ness

Heather is a Director in KPMG's State & Local Customer and Operations practice with more than 15 years of management advisory and business experience. Her commercial experience primarily focuses in the telecommunications and financial banking industries. Heather has also done significant work with several State and Local Governments, including the District of Columbia. In addition to her client service responsibilities, she actively participates in recruiting efforts and is recognized for being an outstanding national instructor, people management leader, and mentor. Heather has also been recently elected to serve on the Executive Board of the Government Financial Officers Association – Washington Metro Area (GFOA-WMA).

Prior to joining KPMG, Heather worked for both AT&T Wireless and Nextel Partners, Inc. She served as liaison for two wireless acquisitions, including managing the brand and operational launch of twenty-four AT&T Wireless markets, formerly branded SunCom, as a member of the Emerging Markets Group. At Nextel Partners, Heather managed operations and retail marketing for over eighty Nextel retail locations in twenty-one states. She also opened sixty Nextel Retail locations in one year and determined the appropriate operational requirements to meet the needs of each individual location of the rapidly expanding channel. While at KPMG, Heather has become accomplished in Federal Information Security Management Act (FISMA) advisory; organizational change management; system selection; business process analysis and transformation; IT due diligence; and IT strategy, performance, and project advisory. Heather currently specializes in State & Local management consulting.