



Ilario Pantano Profile

Ilario Pantano, a former Marine Sniper, became Director of the North Carolina Division of Veterans Affairs in 2013 and was immediately tasked by Governor Pat McCrory to lead the charge in making North Carolina the “most veteran friendly” state. Director Pantano and his team designed, implemented, and continue to manage an innovative four-pronged initiative of: 1) Intra-Agency Reform, 2) Inter-Agency Reform, 3) Targeted Communications and 4) Legislative Action. The initiative leverages existing capabilities across federal, state and local agencies and amplifies the effectiveness of services already offered to veterans by making them more easily accessible (*Convenient*), more efficient (*Fast*) and by increasing the awareness of their offering (*Visible*). As a change agent, Director Pantano implemented new customer-oriented technologies, such as *Salesforce.com*, and engineered a massive reorganization and re-branding effort (*NC4Vets.com*) further positioning North Carolina as a national leader in best practices. Additionally, Director Pantano and his team continue to expand capabilities through private support and partnerships while closing the gaps in veterans’ services by bulldozing the bureaucratic cultural barriers that remain.

Put Simply: North Carolina has more than doubled the number of veterans it serviced year-on-year, growing the NC veterans portfolio to almost 8 Billion dollars, and reduced the costs in the process. A win-win for veterans and all North Carolinians.

Prior to Directing North Carolina Veterans Affairs, Director Pantano had been active in business, media, politics and veterans advocacy as a front-line Marine combat veteran of two wars. Director Pantano has provided military commentary on Fox News, CNN, and MSNBC. His numerous articles, profiles and interviews have appeared in American Legion Magazine, The Wall Street Journal, WIRED.com, Soldier of Fortune, and TIME magazine. His first book, *Warlord* (published by Simon & Schuster), details his experiences as a Marine in the first Gulf War and as a Marine Infantry Platoon Commander in Iraq (2004). His second book, *Grand Theft History* (published by Post Hill Press), is on the American Revolutionary War in the South and will be released in the Fall of 2015. He is a competitive shooter, avid CrossFitter, IronMan Triathlete, and serves his brothers as a volunteer Chaplain at his county jail. His greatest achievement is his beautiful family in Wilmington, NC.

- More on NCDVA successes can be found in our Annual Reports available here: <http://www.doa.nc.gov/vets/documents/2014-NCDVAAAnnualReportFINAL.pdf>
- More on NCDVA services can be found online, www.NC4VETS.com, or by calling 844-NC4-VETS (844-624-8387)
- More on Director Pantano’s reforms can be found here: <http://www.starnewsonline.com/article/20150130/ARTICLES/150139973/>