



Department of Veterans Affairs

Senior Executive Biography

Jeffrey London, MPA

Executive Director Loan Guaranty Service



Jeffrey F. London is the Director of the Loan Guaranty Service at the U.S. Department of Veterans Affairs (VA). He directs the national loan program responsible for helping veterans obtain mortgages to purchase homes, adapt homes to accommodate certain service-connected disabilities, retain their homes if they experience financial difficulties, as well as the program that sells REO properties acquired through this process. Before being appointed as the Director, Jeff served as the Deputy Director, Loan Guaranty Service, where he was responsible for the formulation, initiation, and execution of strategies, standards, policies, regulations, and procedures for the program. Previously, Jeff served as the Assistant Director for Oversight. In this position, he was responsible for ensuring program participants (e.g., lenders, servicers, and appraisers) and Loan Guaranty field personnel were in compliance with established policies and procedures, and he directed the oversight of the property management and portfolio loan contractor's performance. Jeffrey has over 15 years of leadership and management experience in the public and private sectors. Prior to joining VA, Jeffrey was a District Manager for ConocoPhillips Corporation and was responsible for corporate retail operations in Pennsylvania and Delaware.

CAREER CHRONOLOGY:

2017 – Present	Director, Loan Guaranty Service
2012 - 2017	Deputy Director, Loan Guaranty, Washington, DC
2010 – 2012	Assistant Director for Oversight, Loan Guaranty Service, Washington, DC
2008 – 2010	Chief, Quality Assurance, Loan Guaranty Service, Washington, DC
2006 – 2007	Program & Management Analyst, Policy and Program Management, Washington, DC
2004-2006	Loan Specialist/Management Analyst, Loan Guaranty Service, Washington, DC

EDUCATION:

2004 Masters of Public Administration, Rutgers University, Camden, NJ
1999 Bachelor of Arts in Government, Franklin & Marshall College, Lancaster, PA

PROFESSIONAL MEMBERSHIPS AND ASSOCIATIONS:

- Member of American Society for Public Administration
- Selected to the Leadership for a Democratic Society at the Federal Executive Institute