



Donna Burnham is the Vice President of United Way of Greater Atlanta's 2-1-1 Contact Center. Donna is a dynamic leader with over 25 years of experience in the nonprofit arena. Her commitment to the community is evidenced by her professional loyalty to the United Way of Greater Atlanta, where she has spent most of her career.

In 2011, Donna began transforming the 2-1-1 Call Center into a full service Contact Center. She moved the 2-1-1 Call Center to the forefront of the industry by interfacing with citizens through current social media methods, as well as, producing an E-Service component, which includes: live chat, text, email, individualized web searching, the ability to email and text referrals, a 2-1-1 smartphone app and Charlie, 2-1-1's digital agent. 2-1-1 now receives over 76% of contacts through E-Service modules every month.