Carmen Raal

Carmen Raal is a Digital Transformation Adviser at the e-Estonia Briefing Centre, her expertise lies in digitalizing public sector services to enhance public administration and service provision. Her daily job consists of consulting with central and local city governments on ways to integrate innovation into the public sector. Carmen's previous experience working at the Estonian Unemployment Insurance Fund exposed her to the transformative power of digital services that enable human interaction and enhance service quality.

Her academic background in political science and her graduate degree in public administration and innovation have equipped her with the knowledge to delve deeper into the intricacies of Estonia's transformation into a digital state. She is passionate about understanding the "how?" and "why?" behind Estonia's digital success story, so other countries could achieve the same level of success.

E-Estonia Briefing Centre is a governmental body created in 2009 to develop and promote the e-Estonia brand. Estonia is the world leader in the digitalisation of government services.

Education

Public Administration and Innovation, MA (2023) Tallinn University of Technology (TalTech), Estonia

Liberal Arts
Lingnan University, Hong Kong

Government and Politics, BA

Tallinn University, Estonia

Topic of Focus

e-Governance, cyber security, e-Health, eID, e-business, start-up ecosystems, digital wellbeing, international relations, public speaking

Languages

Estonian, English

Featured in

Podcast host of the Art of Digitalisation

Moderator for Digital Discussions

DIGIDAY interview How Estonia's digital evolution could set it up for the metaverse

ABC News interview Estonians don't need multiple documents to prove their identity — should Australia follow their lead?

Lecturer for visiting universities such as The Wharton School of the University of Pennsylvania, and IMD Business School.

The Telegraph interview What Sunak can learn from the low-tax, high-tech economies of Estonia and Latvia

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