



September 7, 2018

Kelly Sigmon Named Vice President, Customer Experience

USPS has named Kelly Sigmon Customer Experience Vice President. She will report to the Chief Customer and Marketing Officer.

Customer Experience, a new organization, will be responsible for driving customer-centric strategies and initiatives. Customer Experience will include the Consumer Advocate organization and the Customer Care Centers.

"The Customer Experience organization will enable us to more effectively reach and engage our customers, bringing their expectations more prominently into our strategy development," said Postmaster General Megan J. Brennan, who announced the change.

The duties of Sigmon's previous position, retail and customer service operations vice president, will be handled as follows: Retail customer service operational activities will remain with Operations, while retail strategy will transition to Marketing.

Delivering world-class customer experiences is one of the Postal Service's four core business strategies, along with engaging, equipping and empowering employees; innovating; and investing in the future.

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