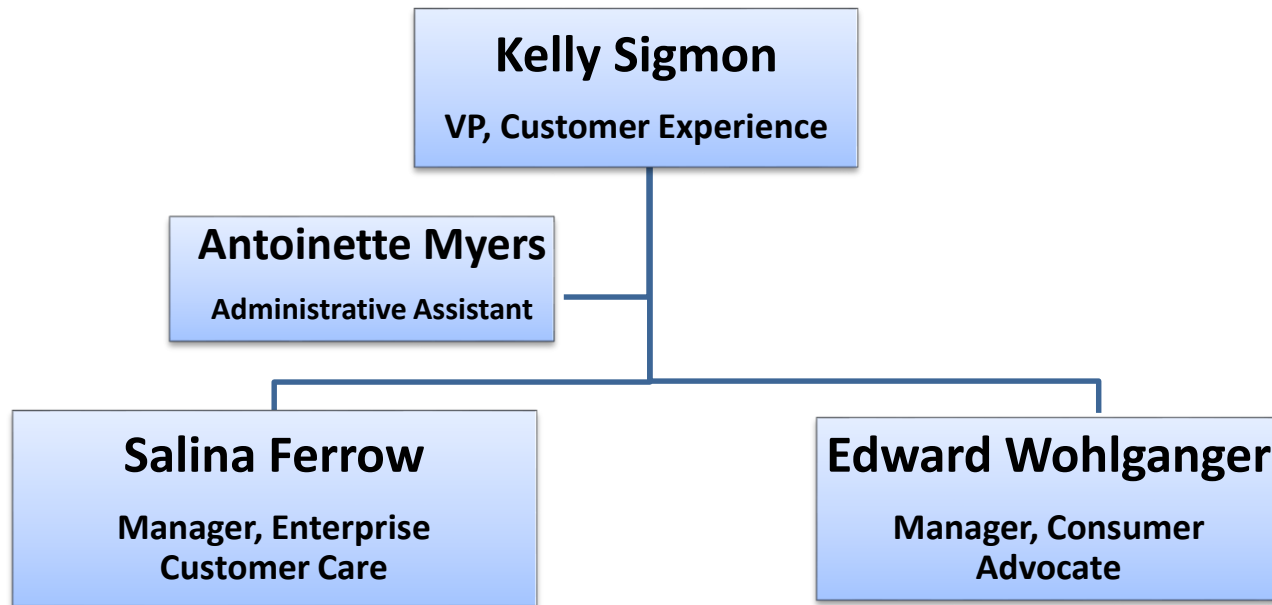


Vice President, Customer Experience



Improving the consumer experience to drive business value

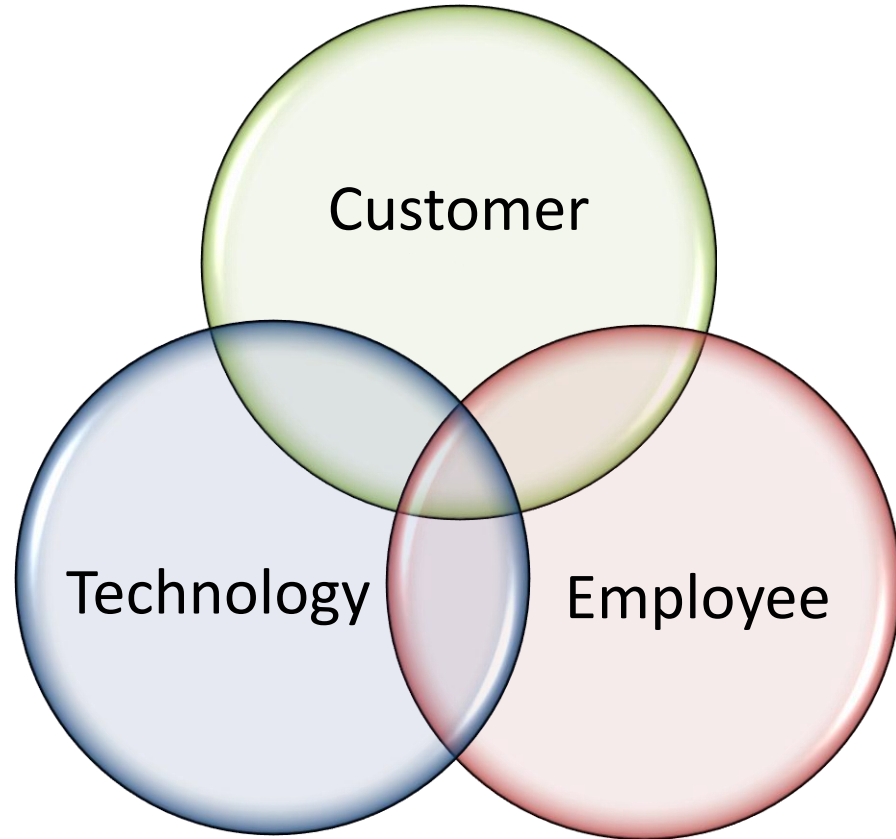
Focusing on our consumers

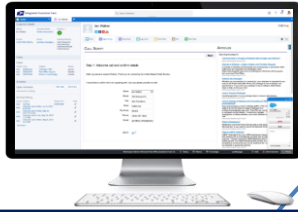
- World class call center
- Address key pain points along the customer and employee journey
- Foster a customer centric culture through employee engagement
- Use customer sentiment data to provide actionable insights for improvements

Key Initiatives

- Improving Customer Care Operations
- Working cross-functionally with key business internal owners to improve the consumer experience such as International Retail, Lobby, and Consumer Receiving mail and packages
- Implementing a new customer care platform called Customer 360.

Proactively find
solutions where
Customer Needs,
Employee
Experience,
and
Technology
Intersect

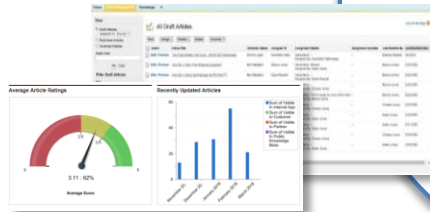




Integrated Dashboard



Digital Self Help



Update Knowledge Base

Improving the Customer Experience



Reporting & Analytics

Pilot in Fall 2018; Full Deployment April 2019

Delivering a World Class Customer Experience

Today's market is competitive and dynamic – consumers demand seamless experience

The consumer experience is a critical part of our growth



The focus of improving the consumer experience will increase business value to both the USPS and its partners