

United States Postal Service®

# INDUSTRYALERT

September 29, 2021

## New Vice President Customer Experience

Effective immediately, Marc D. McCrery has been named Vice President, Customer Experience (CX), reporting to the Chief Customer and Marketing Officer and Executive Vice President. He replaces Kelly Sigmon who has announced her intention to retire at the end of the year.

In this role, Marc will be responsible for developing effective customer strategy and focusing on driving business value and growth through an improved customer experience. Within the CX organization, Marc will oversee Enterprise Customer Care, which includes the Customer Care and Customer Retention Centers; CX and Strategy; Consumer Advocate; Customer Relations; and Business Customer Support. Most recently, Marc served as Vice President, Technology Applications, overseeing application development, managed services, the enterprise data warehouse, and systems that manage commercial acceptance and payments.

During the transition period, Kelly will continue to run the day-to-day operations of the Customer Experience organization for the next six weeks. She will also work on special assignments within the Chief Customer and Marketing Officer organization and focus on key strategic initiatives.

During her 32-year career, Kelly has worked at all levels of the organization in a variety of positions, with previous officer roles as Vice President, Retail and Customer Service Operations; Vice President, Retail Channel Operations; and Vice President, Engineering. She also served in other operational capacities, including as district manager for Southeast Michigan District, where she oversaw the activation and implementation of the Michigan Metroplex Processing and Distribution Center.

Kelly's work with the Customer Care Centers, her oversight of the Customer 360 (C360) and Retail Software System (RSS) deployments, and her strong advocacy of #PostalProud are just a few examples of the steadfast and passionate commitment throughout her entire career.

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