

# INDUSTRYALERT

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## Chief Commerce and Business Solutions Officer and Executive Vice President Announces Retirement

Jacqueline (Jakki) Krage Strako, Chief Commerce and Business Solutions Officer and Executive Vice President (CCBSO), has announced her intent to retire from the Postal Service on July 12, 2024 after 34 years of exemplary service.

Jakki began her career with the United States Postal Service as an Industrial Engineer at Headquarters in 1989. Jakki served in several executive roles to include Area Manager of Operations Support and the Area Finance Manager in the Great Lakes area. In all her roles, Jakki has leveraged her passion for process, analytics, and finance which prepared her for larger leadership roles.

During Jakki's distinguished career, she has served in many key Officer roles. In 2012, Jakki was appointed to her first Officer position as the Area Vice President of Great Lakes. Jakki was responsible for a workforce of over 61,000 employees, 20 plants, and 3,500 post offices, that served 36 million customers across five states.

In 2018, Jakki was appointed Chief Customer and Marketing Officer where she was responsible for leading five organizations: Sales and Customer Relations, Global Business, Product Innovation, Customer Experience, and Marketing. In this role, she drove corporate strategies and initiatives to increase revenue, strengthen relationships with mailers and shippers, and the innovation of new products, services and solutions while instilling a customer-centric culture.

Jakki's experiences prepared her for her most recent role, Chief Commerce and Business Solutions Officer and Executive Vice President, which she was appointed to in 2020. She was instrumental in the launch of USPS Connect suite of solutions, development, and implementation of Ground Advantage, redefining our channel strategy and implementing Connect eCommerce, creating solution selling processes, driving product simplification for our customers and product improvements to align to network modernization cost reduction initiatives. Her deep understanding of operations, passion for providing customer-centric solutions, and ability to drive transformational change made these initiatives successful and set the stage for the future.

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