

Jacqueline Krage Strako

**Chief Commerce and Business Solutions Officer and
Executive Vice President**

Jacqueline (Jakki) Krage Strako is chief commerce and business solutions officer and executive vice president of the United States Postal Service. She reports to the Postmaster General and chief executive officer and is a member of the Executive Leadership Team.

She is responsible for developing shipping products and commercial solutions and leading business development for over \$30 billion in shipping revenue.

She leads consultative teams that work with customers to design bespoke shipping solutions that deliver the greatest possible business value from the unparalleled assets and logistical network of the Postal Service. In this role, Strako also oversees global business development and the USPS property portfolio.

Before this position, Strako served as chief customer and marketing officer where she led Sales and Customer Relations, Global Business, Product Innovation, Customer Experience and Marketing. She was responsible for driving corporate strategies and initiatives to increase revenue and contribution; strengthening relationships with mailers, shippers, partners, and industry leaders; leading innovation of new products, services, and customer-centric solutions; instilling a customer-driver culture; and enhancing brand value to drive the health of the \$1.7 trillion industry.

Strako began her Postal Service career in 1989 as an industrial engineer. She later served as vice president, Great Lakes Area Operations, in which she was responsible for a workforce of 61,000 employees and service to 36 million customers across five states. She also served the former Great Lakes Area in executive positions as manager, Operations Support and manager, Area Finance.

Strako received a Bachelor of Science in industrial engineering from the University of Iowa, and a Master of Business Administration from DePaul University. She completed executive certificate programs in financial management, strategy and organization and executive management at Stanford University.

