

Marc McCrery

Vice President, Customer Experience

Marc McCrery was named vice president, Customer Experience, in September 2021. He reports to the chief customer and marketing officer and executive vice president.

In this role, McCrery is responsible for developing a customer-focused approach to all aspects of the Postal Service, including for USPS enterprise customer care for consumer and business customers. He also oversees the functions of Consumer Advocate, Customer Contact, Customer Retention, and the Business Service Network. McCrery is also responsible for the Customer Experience and Strategy and Field Customer Relations functions.



In August 2020, McCrery was named vice president, Information Technology, and then later that year, vice president, Technology Applications. In these roles, he was responsible for designing, delivering, and operating secure, innovative, and cost-effective applications and services that drive business value, achieve business objectives, and improve the customer's experience.

In July 2019, McCrery served as vice president Mail Entry and Payment Technology. In this role, he was responsible for leading mail preparation and payment support to commercial customers and continuing the transformation of commercial mailing and shipping channels. He also previously served as director of Delivery and Retail Technology and director of Brand Shipping. He has also held various management positions in Marketing, Operations, and under the Chief Information Officer. In 2003, he served his first executive assignment as Business Mailer Support manager.

Throughout his Postal Service career, McCrery established himself as a leader of diverse functions that can attract and grow talent, while maintaining a deep understanding of the needs of customers and the mailing industry. He began his Postal Service career in 1990 as an industrial engineer professional specialist trainee in Des Moines, Iowa.

McCrery represented the Postal Service as a Massachusetts Institute of Technology Sloan Fellow from 2008 to 2009, where he earned a master's degree in business administration. After completion of the program, he served as acting senior vice president of Strategy and Transition. McCrery also holds a bachelor's degree in industrial engineering from the University of Wisconsin.