

## Jacqueline Krage Strako

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

Jacqueline (Jakki) Krage Strako was named chief commerce and business solutions officer and executive vice president in August 2020. She reports to the Postmaster General and is a member of the Executive Leadership Team.

In her current role, Strako is leveraging the USPS' unrivaled network of plants, transportation and last mile strength to deliver solutions for e-commerce customers, large and small. She leads four organizations: Transportation Strategy, Facilities, Business Development and Business Solutions.

In her previous role as Chief Customer and Marketing Officer, Strako led five organizations: 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; driving innovation of new products, services and customer centric solutions; instilling a customer-driven culture; and enhancing brand value to drive the health of \$1.7 trillion industry.

Strako began her Postal Service career in 1989 as an industrial engineer. Her most recent Officer appointment was the vice president, Great Lakes Area Operations. In this role, Jakki was the officer responsible for a workforce of over 61K employees and service to 36M customers across five states in the Midwestern region. She also served the Great Lakes Area in executive positions as manager, Operations Support and as Area Finance manager.

Strako is a graduate of the University of Iowa, where she received a Bachelor of Science degree in Industrial Engineering, and DePaul University, where she received her Master of Business Administration. She completed three executive certificate programs in financial management, strategy and organization, and executive management at Stanford University.

