

## Kelly Sigmon

Vice President, Customer Experience

Kelly Sigmon was named the vice president, Customer Experience, in August 2018. In this role, she is responsible for developing an effective customer strategy that drives a customer focus into all aspects of the United States Postal Service. She is responsible for the USPS Customer Care Centers and Consumer Advocate departments. She reports to the chief customer and marketing officer and executive vice president.



In addition, Sigmon serves as a customer advocate, partnering with leaders across all business units to transform the customer and employee experience and ensure that customers are at the center of every business decision. Her focus will be to drive business value and growth through an improved customer experience and create a seamless employee experience to support that growth. Prior to this position, she served as vice president, Retail and Customer Service Operations.

During her tenure with the Postal Service, Sigmon has served as vice president, Retail Channel Operations, Channel Access, and vice president, Engineering. She has also served in various other operational and support capacities, including as district manager for Southeast Michigan District, where she oversaw the activation and implementation of the Michigan Metroplex Processing and Distribution Center.

Sigmon is a graduate of California State Polytechnic University in Pomona, California. She holds a Bachelor of Science degree in Industrial Engineering. She also earned a Masters of Business Administration from the Massachusetts Institute of Technology.