

Krista Finazzo

Vice President, Retail and Delivery Operations — Central Area

Krista Finazzo was named vice president, Area Retail and Delivery Operations for the Central Area in November 2020, leading a workforce of more than 109,000 employees. In this role, she is responsible for overseeing operations including delivery, customer service and administrative functions that serves 67 million customers, spanning over a 450,000 square mile geographic area in ten states. Central Area includes more than 33.6 million delivery points and 8,194 facilities.

Prior to this role, Finazzo served as the district manager of the Greater Michigan District, overseeing all Postal Service operations — including mail processing, distribution, customer service and administrative functions — where they consistently ranked among the best in the nation in customer satisfaction and overall performance.

While at Postal headquarters, Finazzo worked in the product development division in Package Services, where she helped design, develop and deploy Parcel Return Service. She also held positions as manager, Service Improvement for the organization's largest business mailers and manager, Operational Requirements where she led the development and integration of operational policies and product initiatives.

In integrating strategic initiatives, Finazzo was responsible for driving optimal efficiencies and cost containment measures, while balancing the impact on mailers and improving the customer experience. Her career accomplishments further include serving as the consumer advocate and executive manager, Customer Relations where she was the primary voice of the customer for the Postal Service. As chief of staff for the chief operating officer and executive vice president, she developed the #PostalProud movement, demonstrating her commitment to employee engagement and employee recognition.

Finazzo began her postal career in 1992 as a letter carrier in East Lansing, MI. Her contributions have resulted in numerous vice president awards, the Meritorious Service Honors and Employee Engagement Leader of the Year. She attended Michigan State University, received her master's degree from the American University (Washington, DC), and is certified Lean Six Sigma Green Belt.

