

## Kristin Seaver

### Chief Retail and Delivery Officer and Executive Vice President

Kristin Seaver was named chief retail and delivery officer (CRDO) and executive vice president in August 2020. Seaver leads the Postal Service's strategy to deliver world class service to every American home and business 6 and 7 days a week and transforming Post Offices into destinations that connect and enrich our communities. Seaver oversees all of USPS' retail and delivery operations to include 430,000 employees, more than 30,000 retail sites, and a fleet of approximately 230,000 vehicles delivering universal service across the nation. She also leads the effort to leverage technology and data to create organizational insights and drive operational excellence across all retail and delivery operations.



Prior to this role, Seaver held the position of chief information officer and led the Postal Service's transformative strategy to enhance its unparalleled physical and digital infrastructure. Fully leveraging technology, she used data and business insights to grow revenue, drive efficiency and enhance the customer experience – creating value for customers, employees and the business.

Seaver came to the CRDO position with nearly 30 years of postal experience in engineering, field operations and operations support. She served as the vice president of Area Operations for the Capital Metro Area from October 2013 to April 2016. In this position, she was responsible for all aspect of operations, serving more than 15 million customers throughout eight districts. This encompassed 132,370 square miles with more than 63,046 employees.

Other positions in which Seaver has served include, the manager of operations support for both Eastern and Northeast areas; area manager, in-plant support; senior plant manager; manager, processing and distribution center; manager, remote encoding operations; and industrial engineer.

Seaver is a Lean Six Sigma trained and certified Black Belt. She holds a bachelor's degree in industrial engineering and a master's degree in business administration from Rensselaer Polytechnic Institute. She also serves on the Rensselaer Alumni Association board of trustees.