

**Victoria K. Stephen, Executive Director, Next Generation Delivery Vehicle Program, United States Postal Service**



Victoria Stephen is the Executive Director of the Next Generation Vehicle Program in the Chief Technology Officer's organization at the U.S. Postal Service. She and her team lead a rigorous project management function to help support the broad cross-functional preparation for the rollout of the Next Generation Delivery Vehicle program, a key component in the Postal Service's 10-year Strategic Plan. The team also leads the execution of the electric vehicle charging infrastructure development and deployment to enable the electrification of the USPS' delivery fleet, working with stakeholders across the organization and beyond to "drive" program success.

Vicki served in a broad variety of executive roles within the Washington DC area. In her previous position, Vicki was the Director of Emerging Business Technology. She and her team supported early stage technology innovation evaluations including the organization's relationship with a start-up incubator in Silicon Valley, and led market test activities to pave the way for new potential USPS product offerings. She served as the Lead Executive for Small Business Strategy Development, to help the Postal Service launch new programs, such as the Small Business Loyalty Program to better serve this crucial part of the American economy in a time of great change.

As the Director of Mailing Services in the Product Innovation organization, Vicki and her team developed new mail products and integrated technologies to increase the effectiveness of Direct Mail. She worked with marketers, technologists, printers and mailers through the USPS' Mailing Promotions, encouraging the link between physical mail and digital experiences to drive response rates and business results. Vicki and her team also worked collaboratively with industry and educators using a public-private partnership approach to create college-level curriculum and innovation challenges around the use of mail and technology in integrated marketing, bringing the power of mail to a whole generation of new users at over 100 colleges and universities.

Vicki served as the Director of Brand Shipping within the Marketing organization, working on our national advertising and outreach initiatives during the launch of the *Priority:You* campaign. She led the Delivery and Retail Technology team in the Engineering organization, providing engineering, software and IT portfolio support for the USPS' retail equipment, delivery hardware and carrier handheld devices. She also led the Material Handling Deployment team, managing complex, multi-equipment deployment programs, yielding millions of annual workhour savings in the field.

Vicki worked in a variety of field and operational roles, serving as a Plant Manager, and in operations support and industrial engineering roles, both at the field and Area levels.

She holds an MBA from the University of Chicago, with concentrations in marketing, quality and policy, and a BS in Industrial Engineering from the University of Iowa. She is a graduate of the Advanced Leadership Program and the Executive Development Program and holds an executive LSS Green Belt.