

Maura Robinson

Vice President, Consumer and Industry Affairs

Maura Robinson was named vice president of Consumer and Industry Affairs effective in April 2012.

In this role, Robinson has responsibility for all U.S. Postal Service customer interaction and support, from small businesses or individual consumers to large corporations and commercial mailers; including overseeing the office of the Consumer Advocate. She leads the Postal Service's efforts to engage in positive dialogue about the future of the mailing industry with customers, to find practical solutions and simpler ways for customers to work with the Postal Service, and to encourage growth in the mailing industry. She reports to the Deputy Postmaster General.



Before assuming this role, Robinson served as vice president of Pricing, where she collaborated with stakeholders of all sizes across the mailing industry to create equitable pricing and product strategies, and to resolve complex issues collaboratively. She led the development and implementation of programs to simplify mailing for small customers, create new cost-effective programs for commercial customers, and to customize products for specific markets. Robinson also managed a widely recognized communications program to provide customers with timely, actionable information through the *DMM Advisory*, *MailPro* and other publications.

Robinson has an extensive pricing and product background — from 2008 until being appointed to her current position she was responsible for the pricing of all postal and non-postal products and services, and for providing analytical support and evaluation of all contract pricing and new product initiatives. Previously she also served as manager, Pricing Systems and Analysis, where she contributed to rate cases and the transition to the new regulatory environment. Prior to that she was manager, Transformation, in Strategic Planning, and in 2004 was on special assignment to the U.S. Senate Committee on Governmental Affairs. She holds a B.S. in economics and a B.A. in French, both from Iowa State University, and an M.A. in economics from the University of Maryland.

April 2012