



D. John Jackson

D. John Jackson serves as Vice President of Global Customer Services Strategy, Planning, Engineering, Innovation & Customer Identity responsible for Global customer services strategic/tactical planning at FedEx. His role entails implementing corporate strategies that focus on customer satisfaction across the FedEx enterprise and leveraging technological breakthroughs occurring in the marketplace to improve customer experience. FedEx serves more than 220 countries and territories, including every address in the United States. More than 300,000 FedEx team members worldwide handle over seven million shipments for customers each business day.

As a visionary leader in a global environment, Jackson has provided direction on initiatives resulting in more than \$170 million in incremental international business revenue. Additionally, under his leadership, global systems designed to improve customer experience and shipping processes have been successfully implemented. With more than 27 years of engineering and international business experience, he is frequently called upon to share his expertise with FedEx operating groups and customers, as well as external business, educational and community organizations. Jackson is a distinguished lecturer and motivational speaker on a broad range of topics from the Global Economy to Leadership and Teamwork.

Jackson's leadership accomplishments and strong business acumen have also earned him numerous awards and honors, including five (5) FedEx Five Star Awards -- the Corporation's most prestigious recognition for superior performance; and a listing in *Dollars and Sense* magazine as one of the "Best and Brightest in Corporate America."

Jackson earned a Bachelor of Science degree in Electrical Engineering and a Master of Business Administration in Finance and International business.