



Theresa Kraus
Senior Manager Process Improvement
GE Capital Retail Finance

Theresa Kraus is a Senior Manager Process Improvement on the GE Advantage team focused on simplification and business change processes. GE Advantage is a GE-wide initiative focused on improving process internally as well as for our retail partners.

Theresa has been in the financial services industry for 19 years. She began her career with GE in 1994 as a Credit Underwriter. She has held positions of increasing responsibility in a wide range of functions including Performance and Development, Six Sigma Quality team as a Black Belt focused on Operations and At the Customer for the Customer initiatives. Theresa's marketing focus began in 2003 with a newly created role to lead the business in products that would provide cross utility to the consumer via their private label credit cards. In 2006 she joined the eCommerce team as the product manager for eServicing initiatives. 2009 she was promoted to the eCommerce B2C Product Leader role where she focused on building out strategy and platforms for the eConsumer experience. Theresa was promoted to her current role with the GE Advantage team in 2012.

Theresa earned her B.A. in Communications with a minor in Marketing from the University of Dayton (Go Flyers) and her MBA in E-Commerce from the University of Phoenix. She resides in Lebanon, OH with her husband Brent and their two kids Aiden (7) and Rowan (5) and their two dogs Stanley (Boxer) and Gracie (Basset Hound).