



Theresa Kraus is a Senior Manager Process Improvement for Synchrony Financial team focused on simplification and business change processes.

Theresa has been in the financial services industry for 21 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. In 2009 she was promoted to the eCommerce Business to Consumer (B2C) Product Leader role where she focused on building out strategy and platforms for the eConsumer experience.

Theresa was promoted to her current role in 2012. In this role she brings Quality and Project/Program Management rigor to high impact, high profile projects and programs across Synchrony. Her role includes delivering process improvement and project/program management expertise to our customers through the Synchrony Connect program. She is considered one of the 'go to' experts on process management tools for the business including Lean, CAP, Facilitation, Six Sigma, etc. Currently she is co-leading the Separation Management office managing the enterprise wide effort for Synchrony to exist as a stand-alone business outside of General Electric.

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 (9) and Rowan (7) and their two dogs Stanley (Boxer) and Gracie (Basset Hound).