



Deena Walechka is a Claims Specialist II in Risk Management at FedEx Custom Critical with more than 20 years of transportation industry experience. She specializes in high-value and sensitive shipments, including technology, pharmaceuticals, and food and beverage, and is known for her thorough investigations, impartial and fair claim validation, and clear, proactive communication.

During her 15+ years at FedEx, Deena has held roles across both Operations and Claims, earning a reputation as a trusted, collaborative partner to customers, carriers, and teammates. She is particularly passionate about education and enjoys helping stakeholders navigate the complexities of cargo claims laws and regulations with practical, actionable guidance.

Deena has served on the Board of Directors of the Transportation and Logistics Council since 2021 and currently holds the role of Assistant Regional Director. She is a frequent panelist at industry webinars and conferences, earned her Cargo Claims Professional (CCP) designation in 2022, and was elected to the Board of Directors of the Certified Claims Professional Accreditation Council (CCPAC) in 2024.

Outside of work, Deena enjoys travel and escape rooms, but her favorite time is spent with her husband and two adult sons.