

Anna Sampang



Anna Sampang is group vice president at Toyota Financial Services (TFS), overseeing the company's service operations department. In this role, Sampang runs a wide range of customer and dealer service functions including TFS' three customer service centers. She is responsible for engineering and supporting the strategic direction for service operations, with customer/dealer experience, debt management, quality assurance, training, knowledge management, operations/technology planning, operations compliance, workforce management, and supplier management.

Sampang has been instrumental in the development and implementation of service operations strategic priorities, and leads a team driving critical business initiatives. Her team has also delivered high-impact technology and knowledge management capabilities to the service operations organization.

Sampang joined Toyota Motor Sales in 1993 and has held roles of increasing responsibility in engineering management, human resources, operations planning, and technology solutions since that time.

In 2000, Sampang joined TFS as an e-business strategy manager and launched the toyotafinancial.com and lexusfinancial.com websites. She subsequently took on a hybrid role in human resources, as an HR consultant responsible for supporting the technology organization and delivering organizational development initiatives. Sampang was later promoted to national manager, overseeing the project management office in the IT organization.

In 2006, Sampang joined Toyota Financial Savings Bank as the national programs manager, responsible for

system conversions, program implementations, strategy, and communications. She was appointed as the chief operations officer in 2012, adding the responsibility for operations and vendor management to her role. In 2013, Sampang returned to Toyota Financial Services and was promoted to the position of corporate manager, service operations strategy, planning and support. In 2017, she was promoted to vice president of service operations strategy, planning and support.

Sampang graduated from California State Polytechnic University in Pomona, earning a Bachelor's in Industrial Engineering, and receiving her Master's in Business Administration from the University of California, Irvine.