



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

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Board Memo 034-2021: USPS Central Area Announces New Vice President, Retail and Delivery Operations

Executive Board,

Postal Headquarters announced today that Elvin Mercado has become Vice President, Retail and Delivery Operations for the Central Area. He had been serving in this role as acting Vice President since March.

Attached is the notice from Postmaster General DeJoy.

Please share the attached with our membership. This memo and attachments will also be posted on the NAPS website.

Thank you and be safe.



May 13, 2021

OFFICERS

SUBJECT: Vice President, Retail and Delivery Operations, Central Area

Effective immediately, Elvin Mercado will serve as Vice President, Retail and Delivery Operations, Central Area.

Elvin has been acting in this role since March. Previously he was Acting Vice President, Retail and Delivery Operations, Atlantic Area, from November through December 2020. He also served as District Manager, Westchester District, in New York state, overseeing postal services for 11 counties with nearly 900,000 delivery points, served by 1,700 letter carriers and more than 365 Post Offices. He also served as District Manager, Triboro District; and has held Postmaster positions in Manhattan and Bronx, NY; as well as Manager, Operations Program Support; Manager, Customer Service; and Manager, Customer Service Operations; all for New York District.

Focusing on employee engagement and Lean Six Sigma initiatives, Elvin has led his Districts and Post Offices to ongoing service and operational improvements. Acting as Executive-in-Charge of the Hurricane Recovery Team deployed to Puerto Rico in Caribbean District in 2017, he was instrumental in restoring services and keeping USPS employees and customers safe after Hurricanes Irma and Maria.

Elvin has a bachelor's degree in Business Administration from Monroe College in New York City. He is a graduate of the USPS Advanced Leadership Program, green belt-certified and black belt-trained in Lean Six Sigma, and platinum-certified in Analytics University. He has a master's degree in Business Operational Excellence from Ohio State University's Fisher College of Business.

Please offer Elvin your continued support in his new assignment.

A large, stylized handwritten signature in black ink, appearing to read "Louis DeJoy".

Louis DeJoy