

Linda Malone

Vice President, Applied Engineering

Linda Malone was named vice president, Applied Engineering, in August 2025, a role she had acted since June. She reports to the chief technology officer and executive vice president.

She is responsible for the strategy, design, implementation and activation efforts to transform mail processing, retail and delivery networks with next generation technologies and sortation equipment. She also oversees the development and enhancement of Postal Service products and services to increase revenue and improve the customer experience to maintain a competitive advantage.



Before, Malone served as vice president, Engineering Systems, where she was responsible for the strategic planning of technology initiatives including the acquisition, development, deployment, testing and integration of new technology and software to support mail processing, material handling and delivery operations. In 2021, she helped spearhead the COVID Test Kit Fulfillment Center initiative by creating the standard work instructions for mail processing to ensure timely and efficient processing.

Malone began her Postal Service career in April 1985 as a letter carrier in Wilmington, Delaware, and has extensive mail processing and customer service experience. She served as vice president of the former Capital Metro Area, and was responsible for managing daily operations, including mail processing, distribution, customer service and administrative functions throughout eight districts. Throughout her career, she has held many positions with increasing responsibility, including senior plant manager for Central Pennsylvania; district manager for the South Jersey District; and manager of Processing Operations at Headquarters. Malone also served as vice president of Network Operations, where she managed the Postal Service's distribution network, and was responsible for overall network design, policies and programs, logistics and maintenance.

Malone earned a bachelor's degree in business from the University of Delaware and a Master of Business Administration from Averett University in Virginia. She also earned a Master of Business Operational Excellence from The Ohio State University. Malone is a graduate of the Postal Service's Lean Leader program and is Lean Six Sigma Black Belt Certified.

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