

Elvin Mercado

Chief Retail and Delivery Officer and Executive Vice President

Elvin Mercado was named chief retail and delivery officer and executive vice president in February 2025. He reports directly to the position of deputy postmaster general, chief operating officer and chief human resources officer.

In this role, Mercado leads the Postal Service's strategy to deliver world-class service to every American home and business and to transform Post Offices into destinations that connect and enrich communities. He oversees all retail and delivery operations which include 430,000 employees and more than 30,000 retail and delivery sites. He also leads the effort to create organizational insights and drive operational excellence by leveraging technology and data across all retail and delivery operations.



Before, Mercado served as acting vice president, Delivery Operations, where he oversaw national delivery operations, retail and delivery operations command center and delivery field operations support. He also served as vice president, Retail and Post Office Operations; vice president, Retail and Delivery Operations, Central Area; acting vice president, Atlantic Area; district manager, Westchester District; district manager, Triboro District; executive director of Retail and Delivery Transformation; and postmaster of Manhattan and Bronx, New York.

Mercado began his Postal Service career in 1987 and has extensive experience with employee engagement and Lean Six Sigma initiatives. He has excelled in leading 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 2017, Mercado was instrumental in restoring services and keeping Postal Service employees and customers safe in the aftermath of Hurricanes Irma and Maria. He was also essential in helping develop the current Retail and Delivery structure during the Postal Service's reorganization.

Mercado holds a Master of Science in business operational excellence from Ohio State University's Fisher College of Business and a bachelor's degree in business administration from Monroe University in New York City. Mercado is a graduate of the Postal Service Senior Executive Assessment and Development Center, Executive Leadership, Executive Foundations and Advanced Leadership programs. He is a certified Lean Six Sigma Green Belt, is black belt-trained and is also platinum-certified in the Postal Service's Analytics University.