Eric Henry
Vice President, Retail & Delivery Operations — Central Area

Eric Henry was named vice president, Retail and Delivery Operations, Central Area in January 2022. He has acted in this role since July 2021. In this role, he is responsible for improving the customer experience by optimizing precision delivery with the use of technology and analytics, and by investing in our employees to drive an engaged workforce. Henry has worked to drive efficiency in Operations by utilizing analytics, engaging staff, and deploying standard processes to ensure all employees understand the role they play to achieve success.

Prior to this role, Henry served as District Manager, New York 3 District composed of the former Albany, Westchester and Western, New York Districts. His previous executive assignments include district manager, Triboro District; Northeast Area manager, Delivery Programs Support; manager, Post Office Operations; Postmaster, Shawnee Mission, Kansas; and acting manager, City Delivery, creating policy and overseeing nationwide City Delivery Operations. He also detailed as the Officer in Charge of the Philadelphia stations and branches.

A 33-year postal veteran, Henry brings experience in delivery and retail operations, mail processing, and customer service will prove invaluable as he leads Central Area toward continuous improvement and delivering top performance for America.

Henry attended Northwest Missouri State University, is a graduate of the USPS Advanced Leadership Program and is a Lean Six Sigma certified Green Belt.