Heather L. Dyer

Vice President, Chief Information Security Officer

Heather Dyer was named vice president, chief information security officer (CISO) in January 2022, a role she had acted in since November 2021. She reports to the chief information officer and executive vice president.

In this role, Dyer is responsible for protecting the Postal Service's employees, customers, critical infrastructure and information systems against cyberthreats. She leads a team of information security professionals in defining and executing the Postal Service's cybersecurity strategy and educating stakeholders and the public about the cybersecurity mission. Dyer also leads efforts in developing secure digital solutions designed to support new innovative product offerings that strengthen the Postal Service's business processes.

Before being named CISO, Dyer served as the director, Identity and Access Management in the CISO organization, where she led efforts to modernize the Postal Service's internal and external identity and access management programs to ensure the Postal Service's most critical systems and data are secure across the organization.

Dyer began her postal career in 1998 and has extensive experience within the organization. She has served as manager, Mail Entry, where she was responsible for ensuring over $46 billion in commercial mail revenue, as well as developing and deploying a modernized payment platform under payment modernization. She also served as the director, Retail, where she was responsible for 30,000 retail locations with a combined annual revenue exceeding $13 billion. Dyer also served in several field positions including Business Mail Entry manager, postmaster, and delivery supervisor.

Dyer holds a Bachelor of Science in management information systems from Southern New Hampshire University and a master's degree in cybersecurity management and policy from the University of Maryland. Dyer is a graduate of the Management Leadership Program, Advanced Leadership Program, Executive Foundations Program and Senior Executive Assessment Program.
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