Isaac Cronkhite was named Chief Processing and Distribution Officer and Executive Vice President in June 2022. In this role, he will lead more than 140,000 employees in all Postal Service facilities that process and distribute mail and packages to our logistics and delivery partners. He will play a key role in transforming and standardizing the Postal Service’s plant infrastructure and processes. He will also be responsible for setting and implementing strategy for all processing and distribution operations and facilities across the country. With his leadership team, he will manage operations within the four walls of USPS processing facilities from receipt to dispatch. They will focus on creating precision, reliability, and efficiency by empowering people and implementing standardized processes. Reporting to Cronkhite are the vice presidents of Processing and Maintenance Operations, Regional Processing (Eastern and Western Regions); the Executive Director, Performance/Field Operations Support; and the Director, Network Transformation.

Before this role, Cronkhite served as Chief Logistics and Operations Officer and Executive Vice President where he led logistics and processing operations and was responsible for the day-to-day activities of 160,000 employees working throughout 308 logistics and processing facilities. In that role he executed strategies to engage the Postal Service workforce and developed solutions that strengthen the workplace experience to cultivate talent across the organization. He led the continued modernization of the integrated human resource platform and leveraged technology, data, and business intelligence to equip, empower and engage our people.

Cronkhite began his Postal Service career in 2004 as an industrial engineering trainee in Boston, Massachusetts. He has served as vice president, Enterprise Analytics, where he used data and technology to drive performance and improve operational efficiencies. He drove the completion of the internal service performance measurement system, advanced capabilities to provide real-time analytics, and deployed diagnostic visualization tools across the enterprise. He has served in numerous operations roles, including manager, processing operations at Postal Service Headquarters in Washington, DC, senior plant manager in Richmond, Virginia, plant manager in Brockton, Massachusetts and manager, in-plant support Northwest Boston.

Cronkhite holds a bachelor’s degree in industrial and systems engineering from Virginia Tech and a master’s degree in business administration as a Sloan Fellow at the Massachusetts Institute of Technology.