Isaac Cronkhite
Chief Logistics and Processing Operations Officer and Executive Vice President

Isaac Cronkhite was named chief logistics and processing officer and executive vice president in November 2020. He leads the logistics and processing operations to become the most efficient and high performing mail and package processing and transportation network in the nation. He reports to the Postmaster General. Cronkhite is responsible for the day-to-day activities of 135,000 career employees working throughout 308 logistics and processing facilities. Reporting to Cronkhite are the vice presidents of logistics, and processing and maintenance operations, and two regional vice presidents.

Prior to this, Cronkhite served as chief human resources officer and executive vice president. In this 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 utilized 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.