Shavon Keys
Vice President Sales

Shavon Keys was named vice president, Sales for the Chief Customer and Marketing Officer (CCMO) organization in May 2021. She reports directly to the CCMO and executive vice president.

Keys is responsible for a $58 billion account portfolio and new customer acquisition to support the $26 billion growth target in the Delivering for America plan. With a customer-centric approach, she oversees customer acquisition, revenue growth and retention, business development, and the improvement of the Postal Service's market competitiveness and sales for commercial mailers. Keys is responsible for a complement of over 850 sales professionals in five organizations within Sales: Sales Enablement, Regional Sales, Inside Sales, Specialized Sales, and Strategic Accounts and Mail Service Providers.

In her most recent executive appointment as sales director for the former Great Lakes Area, Keys was responsible for the leadership and development of eight district sales managers and 78 sales professionals. She led efforts to update the Sales management process and established the Sales Leadership Summit that became the foundation for the Executive Sales Leadership Program.

Keys began her Postal Service career in 1978 as an automated mark-up clerk in Indianapolis, Indiana. She has served in sales and marketing since 1997, advancing her career by working in many positions including customer service representative and account representative, district shipping and mail solutions manager, and district account management acquisition manager. She brings exceptional communication, engagement, and leadership skills to the vice president position, along with over 23 years of sales experience to the USPS leadership team.

Keys is a graduate of the USPS Advanced Leadership, Executive Foundations, and Executive Leadership programs. She has also received industry certification for Professional Selling and Sales Executive.