Elvin Mercado
Vice President, Retail and Post Office Operations

Elvin Mercado was named vice president, Retail and Post Office Operations in July 2021. He reports to the chief retail and delivery officer and executive vice president.

In this role, Mercado oversees retail and post office operations for the nation's largest retail network including more than 31,000 Post Offices. In October 2022, Mercado assumed oversight of Field Maintenance Operations, managing maintenance services for Postal Service stations and branches to promote safety and health standards, reinforce postal policy and integrate operational excellence principles into field maintenance work practices.

Before this role, Mercado served as vice president, Retail and Delivery Operations, Central Area. His previous executive assignments include acting vice president, Atlantic Area; district manager, Westchester District; district manager, Triboro District; executive director of Retail and Delivery Transformation; and postmaster of Manhattan and Bronx, New York.

Mercado began his postal career in 1988 and has extensive experience with employee engagement and Lean Six Sigma initiatives. He has excelled in leading his districts and Post Offices to ongoing service and operational improvements. Acting as executive-in-charge of the Hurricane Recovery Team deployed to Puerto Rico in 2017, Mercado was instrumental in restoring services and keeping Postal Service employees and customers safe in the aftermath of Hurricanes Irma and Maria.

Mercado holds a Master of Science in business operational excellence from Ohio State University's Fisher College of Business and a bachelor's degree in business administration from Monroe College in New York City. Elvin is a graduate of the Postal Service Senior Executive Assessment and Development Center, Executive Leadership, Executive Foundations and Advanced Leadership programs. He is a certified Lean Six Sigma Green Belt, is black belt-trained and is also platinum-certified in the Postal Service's Analytics University.