

Linda M. Malone

Vice President, Capital Metro Area Operations

Linda M. Malone was named vice president, Area Operations, Capital Metro Area in May 2016. In this role, she is responsible for overseeing operations, including mail processing, distribution, customer service and administrative functions throughout eight districts: Atlanta, Baltimore, Capital, Greater South Carolina, Greensboro, Mid-Carolinas, Northern Virginia, and Richmond.

The Capital Metro Area encompasses more than 130,000 square miles, over 63,000 employees, more than 2,700 Post Offices and approximately 16 million customers. Malone reports to the chief operating officer and executive vice president.



Malone began her postal career in April 1985 as a letter carrier in Wilmington, DE. She has extensive mail processing and customer service experience. Most recently she served as vice president, Network Operations, where she managed the Postal Service's distribution network. Her responsibilities included overall network design, policies and programs, logistics and maintenance. Prior to that, she held the positions of manager, Processing Operations, HQ; district manager of the South Jersey District; senior plant manager, Central PA; Manager Operations, technical and systems integrations support in Washington, DC; system and process engineer, requirements analyst, operations specialist, Merrifield, VA; economist, Washington, DC; and manager, customer services, Wilmington, DE.

Malone holds a bachelor's degree in business from the University of Delaware and a master's degree in business administration from Averett University. She is currently enrolled in the Master of Business Operational Excellence program at Ohio State University and will graduate in December 2020. She is a graduate of the U.S. Postal Service's Lean Leader program and is Lean Six Sigma Black Belt Certified