

Lisa Adams

Area Manager, Marketing – Atlantic Area



Lisa Adams is the Manager of Marketing for Atlantic Area. She has oversight of all customer relations through our Bulk Mail Entry Units, Retail Operations, Postal Customer Council and is responsible for sustaining and generating new revenue.

Lisa is a 21 year seasoned agency employee who started her career as a distribution/sales clerk at the Highlands Post Office located Highlands, North Carolina in 2001. During her former role as District Marketing Manager for Mid Carolina she was responsible for establishing and monitoring a retail revenue plan of over 850 million dollars and managing the district implementation of policies and procedures for retail, mail acceptance, verification, and customer satisfaction.

Prior to joining the Atlantic Area, Lisa was the Director, Operations Integration and Support for Network Operations at Headquarters. She was the customer engagement arm of Network Operations helping pursue strategies efficient to network changes, service performance and implementation of new technology.

Before coming to the Mid Carolina District, Lisa held the position of Manager, Customer Service Operations (MCSO). As the MCSO she had the responsibility for overseeing and managing retail and customer service efforts of the 21 City of Atlanta detached retail finance units within the Atlanta District. She also was responsible for the 2.3 million dollar caller service operation.

During her career through the Postal Service, she held various positions to include Manager, Customer Service Operations within the City of Atlanta, Field Financial Specialist, Plant Manager, Manager Distribution Operations and Customer Service Supervisor. These experiences have been instrumental towards her achieving success in increasing revenue, improving customer service, and continuing to build strong customer relations.

Lisa is a graduate of the Managerial Leadership Program (MLP) and Executive Foundation. She also is Lean Six Sigma Green Belt Certified and was a recipient of the FY19 Engagement Leader Award for HQ Operations as well as a recipient of the AVP award from Capital Metro Area.