

Jennifer T. Vo

Vice President, Retail and Post Office Operations

Jennifer T. Vo was named vice president, Retail and Post Office Operations, in February 2025. She reports to the chief retail and delivery officer and executive vice president.

In this role, Vo oversees retail and post office operations for the nation's largest retail network including more than 31,000 Post Offices. She is also responsible for the field maintenance organization, managing maintenance services for stations and branches to promote safety and health standards, reinforce postal policy and integrate operational excellence principles into field maintenance work practices.



In Vo's role as district manager, California 6, she was responsible for retail and delivery operations for more than 3,600 routes, 245 Post Offices and 7,300 employees.

Vo began her Postal Service career in 1995 as a city carrier, and she entered management as an associate supervisor. She has also served as director, Delivery Strategy and Policy; director, City Delivery Operations; acting district manager, Philadelphia; and executive postmaster in Philadelphia and Memphis.

Vo is a graduate of the Executive Leadership, Executive Foundations and Advanced Leadership Programs and is a certified Lean Six Sigma Black Belt.