

United States Postal Service®

# INDUSTRYALERT

January 6, 2022

## New Vice President Technology Applications

Effective immediately, Garrett M. Hoyt will serve as Vice President, Technology Applications. Garrett will report to Pritha Mehra, Chief Information Officer and Executive Vice President.

Garrett has been with the U.S. Postal Service for 34 years and brings with him more than 10 years of experience in developing and integrating technical solutions in support of key organizational strategies. He led efforts to streamline commercial mail acceptance through the development and deployment of the Seamless Acceptance and eInduction initiatives that reduced or eliminated manual processes and strengthened revenue protection. In support of Customer Experience, he led required collaboration between critical stakeholders to successfully deploy the C360 platform that provided the USPS with a single customer view enabling actionable insights to improve customer self-service capabilities and improve call agent efficiency.

As the Acting, Vice President of Technology Applications he directed the successful deployment of digital interaction capabilities with transportation suppliers to promote extra trips through automated supplier auctions and the automation of freight payment processes.

In this role, Garrett will be responsible for providing high value technical solutions designed to strengthen both mail and package channels while focusing investments on modernizing platforms that support critical business functions. He will lead the development and deployment of digital ecosystems designed to transform customer engagement, transportation management, product visibility and pricing.

Most recently, Garrett served as Executive Director, CIO Services. In this position, he managed the strategic planning, financial management, strategic acquisitions, and application performance across the CIO organization.

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