

Michael Rakes

Acting Vice President, Retail and Delivery Operations—Central Area

Michael Rakes was named acting vice president, Retail and Delivery Operations, Central Area, in July 2024. He reports to the chief retail and delivery officer and executive vice president.

In this role, Rakes is responsible for overseeing delivery and retail operations that serve approximately 76 million customers, spanning over 815,000 square miles in 14 states. The Central Area includes more than 33.6 million delivery points and 11,571 Post Office facilities.

Before, Rakes served as district manager, Massachusetts-Rhode Island District, where he was responsible for retail and delivery operations in both states, which included managing over 10,000 employees and 650 Post Offices, stations and branches. He has also served as plant manager, Providence Processing and Distribution Center; senior plant manager, Greater Boston District; acting district manager, Albany District; and acting manager, Operations Support for the Northeast Area.

Rakes began his career with the Postal Service in 1996 as a letter carrier and joined management through the Associate Supervisor Program in 1999. He has held several postmaster and supervisor positions and served as the manager of Post Office Operations.

Rakes holds a bachelor's degree in business management from the University of Phoenix, is a graduate of the Managerial Leadership, Executive Leadership and Executive Foundations programs, and the Senior Executive Assessment Development Center. He is also Lean Six Sigma certified Green Belt and Black Belt trained.

