

Roger A Brown
Postal Affairs Director
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I'm currently based in Clearwater, FL, serving as the Postal Affairs Director for Mail Automation Incorporated. My role involves advising both our team and clients on updated US Postal Service rates, rules, and regulations. Over the last two decades, I've worked as Postal Affairs Manager for top industry names such as GE Capital, Pitney Bowes Management Services, Williams Lea Marketing Services, and Novitex Enterprise Solutions.

My professional background includes working for or consulting with major financial institutions—including GE Capital, Wachovia (now Wells Fargo), Citibank, Barclay's Bank, Voya, Morgan Stanley, RBS Citizens, and AIG—where my focus was on process optimization and reducing postal expenses.

I gained expertise in Six Sigma and Lean Manufacturing during my time at GE under Jack Welch's leadership, leveraging these skills to deliver process improvements across diverse industries. In 2025, I spent six months in Bulgaria on assignment with a leading European precious metals mining company.

Throughout my career, I've helped organizations lower postage costs with value-added strategies, including enhancing address accuracy, managing returned mail, maintaining USPS compliance, and educating staff. Notably, I've trained more than 150 mail center managers to pass the USPS Mailpiece Design Analyst test and assessed businesses' qualifications for postal rate discounts.

Additionally, I have held board positions with both the Greater Charlotte Area PCC and Greater Atlanta Area PCC, and represented GE Capital at Washington, DC's Financial Services Roundtable. In 2008, I contributed to MTAC Workgroup 116: Great Addressing To Improve the Value of Mail. I have spoken at multiple National Postal Forum educational sessions and Mailcom sessions. I will be leading a session regarding Postal Optimization at the upcoming Mailcom in Las Vegas and at this year's NAPM Annual Conference.

In my spare time, I serve as the Volunteer Director of Publicity and Communications for Relay for Life of Greater Tampa Bay.