

FOR IMMEDIATE RELEASE

Bay Federal Credit Union Announces 2021 Employee Award Winners
Record 34 Employees Honored for Outstanding Performance in 2021

Capitola, CA – February 7, 2022 – Bay Federal Credit Union recently honored its top performing employees and announced the winner of its Service Excellence Award for 2021.

The Service Excellence Award, Bay Federal’s most prestigious award for employees, was awarded to Drew Thompson, Financial Services Officer at the Credit Union’s Capitola branch. He was nominated by his peers and was selected by a group of past winners. The Service Excellence Award goes to team members who consistently provide exceptional member service, live Bay Federal’s values of people helping people, and exemplify its mission of making a real difference in the financial lives of its members.

“Drew is a natural leader and a great example for others,” said Carrie Birkhofer, President and CEO of Bay Federal Credit Union. “Members regularly say how much they love working with him and how he goes above and beyond, no matter what the situation. He radiates positive energy and is a great cheerleader for his team and the whole organization.”

The Credit Union also announced a record 34 employee honors for 2021, including their “Wind Beneath Our Wings” award, which celebrates the collaboration between Bay Federal’s back office departments and their frontline branch staff, the “Community Champions” award, which honors employees that go above and beyond when volunteering in the community, and the “PACIFIC Spirit” award, which honors employees who not only represent the values of the Credit Union, but demonstrate constant dedication, initiative, and a positive attitude to those they support and with whom they interact.

Bay Federal also continued their tradition of honoring their Sales and Service Award winners through their Member Hero Awards and Sales Super Star Awards, recognizing branch employees who have demonstrated consistently outstanding member service. They also honored the top performing employees at their Service Supervisor, Service Manager, and Branch Manager positions.



2021 Service Excellence Award Winner Drew Thompson at Bay Federal’s Capitola Branch on January 26, 2021.

Bay Federal's 2021 Award Winners:

- Service Excellence Award - Drew Thompson, Financial Services Officer, Capitola Branch
- Member Experience Champions Award – Bay Federal's Freedom Branch
- Member Hero Award – Judith Godinez, Member Services Specialist, Salinas Branch
- Member Hero Award – Caitie Yantis, Group Lead Specialist, Member Service Center
- Sales Super Star Award – Lupita Reyna, Financial Services Officer, Freedom
- Sales Super Star Award – Erin Davidson, Home Loan Consultant
- Service Supervisor Award – Aldo Espinoza, Service Supervisor, Salinas Branch
- Service Manager Award – Albert Vizcarra, Service Manager, Salinas Branch
- AVP/Branch Manager Award – Ruben Munoz, AVP/Branch Manager, Freedom Branch
- Rookie of the Year Award – Art Ruvalcaba, Lead Financial Services Officer, Scotts Valley Branch
- Rookie of the Year Award – Mirna Quintero, Online Loan Processor, Consumer Lending
- Rookie of the Year Award – Ruben Munoz, AVP/Branch Manager, Freedom Branch
- One and Done Award – Jen Vazquez, Risk Management Analyst
- One and Done Award – Amy Roby, Senior Loss Mitigation Specialist
- BayIDEAs Award – Kevin Fischer, Deposit Servicing and Support Manager
- Collaborator Club Award – Alyssa Flowers, Risk Management Assistant
- Collaborator Club Award – Tiffany Zachmeier, Senior Financial Education and Development Specialist
- PACIFIC Spirit Award – Shay Schmidt, Human Resources Generalist
- PACIFIC Spirit Award – Jack Baldwin, Senior Service Desk Specialist
- PACIFIC Spirit Award – Albert Vizcarra, Service Manager, Salinas Branch
- PACIFIC Spirit Award – Bennett Bilgere, Investment Services Financial Representative
- Wind Beneath Our Wings Award – Angela Harden, Facilities Assistant Manager
- Wind Beneath Our Wings Award – Mindy Cinelli, Education & Development Manager
- Wind Beneath Our Wings Award – Kevin Fischer, Deposit Servicing & Support Manager
- Community Champion Award – Ryan Borella, Member Services Specialist, Capitola Branch
- Community Champion Award – Keri Boxer, Loan Services Specialist
- 3e (Empowerment, Engagement, Experience) Ambassador Awards:
 - Gretchen Miller, Loan Services Specialist
 - Tori Bohnett, Digital Marketing Specialist
 - Jennifer Price, Senior Accountant
 - Johnny Babcock, Education & Development Specialist, Sales & Service
 - Miguel Castro, Deposit Production Specialist
 - Kyle Hodges, Facilities Administrator
 - Leslie Roy, Deposit Production Service Specialist
 - Keri Boxer, Loan Services Specialist

About Bay Federal Credit Union



Bay Federal Credit Union is a full-service, not-for-profit financial institution that serves over 80,000 members and 2,400 local businesses throughout Santa Cruz, San Benito, and Monterey counties. With more than \$1.5 billion in assets, Bay Federal is the largest member-owned financial institution in Santa Cruz County, serving its members and the community since 1957. Bay Federal is a certified Community Development Financial Institution, with a primary mission of promoting community development alongside their financial activities. Bay Federal has an award-winning employee volunteer program in which employees have given their own money and volunteer for numerous local schools, nonprofit organizations, and community events each year.

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