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**Great Lakes Credit Union Announces Organizational Changes, New Executive Leadership**

Bannockburn (IL) October 11, 2021 – Great Lakes Credit Union (GLCU) today announced changes to key areas of the organization including lending, human resources and the Member Contact Center.

“One of the our most important goals at GLCU is cultural transformation and becoming an employer of choice,” said Steve Bugg, President and CEO of GLCU. “That means we need to retain and promote talent internally whenever we can, while also seeking to bring in some of the best and brightest from outside. We also need to ensure our organizational structure aligns with our priorities.”

Growing the lending business continues to be a focus for GLCU. To support this growth, Eric Vessele, formerly Vice President, Commercial Lending, has been promoted to the senior executive team as Senior Vice President of Lending Sales. Maria Michalak, formerly Sr. Manager, Commercial Loan Operations, has been promoted to Vice President, Commercial Lending.

Lending will now be overseen by Michael Hersh, formerly GLCU’s Chief Human Resources Officer, who will now serve in an expanded role as Chief Administrative Officer. In addition to lending, he will continue to oversee HR, Organizational Development, HUD Counseling and Facilities.

In the Member Contact Center, Krista Oehlberg joined GLCU as Loan Consultant Manager, to help facilitate loan growth through call center channels. Adrienne Hunter and Audrey Madison, who have been with GLCU since 2020, have accepted new positions as Contact Center Managers. Ana Martinez, who has been with GLCU since 2010 in a variety of roles, has accepted the position of Contact Center Operations Specialist.

The Member Contact Center will continue to be overseen by Melissa Panganiban, Sr. Manager, MCC.

“These changes will ensure we have the right people focused on our highest-priority areas,” said Bugg. “I personally am excited to see what they help GLCU accomplish.”

**About Great Lakes Credit Union**

Founded in 1938 and headquartered in Northern Illinois, GLCU is committed to financial empowerment for you. As a not-for-profit financial cooperative with over $1 billion in assets, GLCU is proud to serve more than 80,000 members in the Chicagoland and surrounding areas. Learn more about GLCU’s accounts, educational initiatives and community development programs at glcu.org

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