

UMassFive News

For Immediate Release

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UMassFive Announces Promotions

Hadley, MA – UMassFive College Federal Credit Union (UMassFive) is pleased to announce four promotions that occurred between December 2020 and Q1 2021.



Alex Fullerton has been promoted to Assistant Vice President of Loan Operations. In this new role, Alex is responsible for providing leadership, oversight, and direction for all Consumer Lending activities. Fullerton has been with the Credit Union for nine years and has held numerous roles, beginning as a Teller, and most recently a Supervisor of the Debt Solutions Department. Alex loves to explore new places, particularly less traveled natural landscapes, especially places he's never been (though the pandemic has stopped that for the time being). He is looking forward to safely traveling very soon. Alex also enjoys spending time with his dogs, friends, and family.



Kristina Smith has been promoted to Assistant Vice President of Retail Administration. Transitioning from overseeing Retail branches, Kristina now supports front line teams to help plan and implement organizational growth projects; manage Retail policies, procedures, and training; as well as assist with Retail programs to ensure operational efficiencies are maintained. Beginning as a Part-Time Teller after graduating from UMass Amherst, her assorted roles at the Credit Union over the past twelve years have prepared Kristina for this new position. Smith's UMassFive career includes working as the Assistant to the former President/CEO Manager of the Mercy Medical Center Branch, and Senior Branch Manager of Hadley. Kristina's drive comes in living out the Credit Union's mission

statement—as she knows firsthand the positive impact UMassFive's services make to their members each day. A lifelong Western MA resident, Kristina enjoys spending time with her husband Justin and large extended family. She is always eager to play a game of cribbage, work in her garden, and especially loves to cook for others.



Christina Reynolds has been promoted to Card Services Manager. Christy began her career at UMassFive ten years ago as a part-time Online Banking Specialist in the Contact Center, eventually taking on other various Branch assignments, including most recently the Northampton Branch Manager position. In her new role, she oversees the Card Services Department, ensuring debit and credit card quality control and audit processes are in place while also maintaining policies to maximize efficiency and service to members. Christy enjoys spending free time with her family, dogs, gardening, cooking, traveling, and hiking.



Tara Sanderson has been promoted to Loan Servicing Manager. Tara began her career at UMassFive in December of 2017 as a Loan Servicing Specialist. She was promoted to Senior Loan Servicing Specialist in mid-2019, shortly followed by a promotion to Loan Servicing Supervisor. In her new position as Loan Servicing Manager, Tara oversees both the loan processing and loan servicing aspects of lending to ensure compliance, and to maximize efficiency and service internally as well as for UMassFive members. In her spare time, she enjoys painting, traveling, watching movies, and exploring the outdoors with her seven-year-old son.

The UMassFive College Federal Credit Union was established in 1967 and serves the University of Massachusetts as well as the Five College System and over 50 other non-profits, co-ops, and municipalities. As a non-profit financial cooperative, earnings are returned to UMassFive's membership in the form of better rates, lower fees, and improved services. UMassFive has over 42,000 members, six branches, and assets of over \$550 million. For more information about UMassFive College Federal Credit Union, please visit www.umassfive.coop.