***FOR IMMEDIATE RELEASE***

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**Stephanie Schmidt Achieves Certified Contact Center Manager (CCCM) Certification from BenchmarkPortal**

**MILWAUKEE, WI – November 3, 2023** – Corporate Central is thrilled to announce that Stephanie, Schmidt, AAP, CCUE, CUDE, CWCUL, CCCM, Assistant Vice President Member Services, has earned the prestigious Certified Contact Center Manager (CCCM) certification from BenchmarkPortal.

The CCCM certification is a recognition of excellence in the contact center management field. Achieving this certification is a testament to Schmidt’s dedication to the highest standards of professionalism and expertise in the credit union industry. This accomplishment not only reflects positively on Schmidt but also underscores Corporate Central’s commitment to fostering a culture of continuous learning and development among employees.

Stephanie Schmidt, AAP, CCUE, CUDE, CWCUL, CCCM, Assistant Vice President Member Services. Read her [full biography](https://www.corpcu.com/About-Us/People/Our-Team).

“Stephanie has demonstrated unwavering dedication to enhancing her skills and knowledge in the contact center management field,” said Heather Ristow, CCUE, Senior Vice President/Chief Experience Officer. “The CCCM certification is a culmination of her hard work, determination, and commitment to providing top-notch service to our members. This achievement also aligns with Corporate Central’s core values of excellence, innovation, and member service.”

“I am so blessed to have had the opportunity to participate in this program,” said Schmidt. “I come from natural-person credit unions, and I still remember the awesome experience I had whenever I needed to call Corporate Central for assistance. I strive for my team to continue that legacy every day. Any additional knowledge that I can gain to support providing excellent member service contributes to that goal.”

The CCCM certification signifies Schmidt’s expertise in various areas of contact center management, including but not limited to workforce management, quality assurance, member experience, and leadership. She has proven her ability to lead and manage a contact center effectively, ensuring that Corporate Central’s members receive exceptional service and support.

**Helping Members to be *Wildly* Successful**

**About Corporate Central Credit Union**

*Corporate Central Credit Union is a federally insured financial cooperative built on the values of commitment to service, fiscal responsibility, and respect for the individual. We cultivate a culture of respect, ethics, teamwork, and innovation. We are "Helping Members to be Wildly Successful" by delivering industry knowledge and expertise to help credit unions achieve their strategic objectives and compete in today’s evolving financial services industry. We are motivated to passionately serve our members and strive to learn, create, and innovate daily. Please visit* [*corpcu.com*](http://www.corpcu.com) *to learn more, and follow us on* [*Facebook*](https://www.facebook.com/CorporateCentral)*,* [*LinkedIn*](https://www.linkedin.com/company/517350/)*,* [*Twitter*](https://twitter.com/CorpCU)*, and* [*YouTube*](https://www.youtube.com/channel/UCLt6UMRaRkpGF-qWWx8T94w)*.*