



**Stephanie Stout Promoted; Will Further Shape the Member Experience at Greater Texas|Aggieland Credit Union**

**Austin, Texas, Dec. 3, 2024** – [Greater Texas|Aggieland Credit Union](https://www.gtfcu.org) has named Stephanie Stout to the newly created position of Senior Vice President of Member Experience.

Stout has quickly risen to the executive ranks at the credit union since joining it in 2021. She has been instrumental in leveraging data and technology to strengthen member relations and deliver top-tier service within the member contact center.



In her new role, Stout will focus on creating deeper member connections and increasing engagement of product usage across all touchpoints within the credit union. She’ll be responsible for driving process improvements and strategies to create seamless interactions that enhance member satisfaction and loyalty.

“Stephanie’s approach to managing the contact center has helped us identify other process improvements within the credit union,” said Howard Baker, President and CEO of Greater Texas|Aggieland Credit Union. “She is acutely in tune with member expectations and is effective at aligning the talent of our people with technology to deliver solutions that make it easier for members to interact and engage with us.”

Stout is an active board member of the Parents, Teachers, and Friends Board of Brentwood Christian School and serves as an ambassador for the University of Texas at San Antonio’s online program.

Stout has a degree in multidisciplinary studies from the University of Texas at San Antonio.

**About Greater Texas Credit Union**

[Greater Texas](http://www.gtfcu.org) Credit Union, founded in 1952, is a financial cooperative that emphasizes community stewardship, charitable giving, and employee volunteerism through its Greater Good initiative. Together with its subsidiary, Aggieland Credit Union – which serves the Brazos Valley – the credit union offers a wide variety of consumer-oriented banking services to its 80,000 members across the state of Texas. Greater Texas has locations in Austin, Houston, San Antonio, Bryan-College Station, Edinburg, and the Dallas-Ft. Worth market with assets of nearly $1 billion.

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