

UMassFive News

For Immediate Release

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UMassFive Announces Management Promotions

Hadley, MA – UMassFive College Federal Credit Union (UMassFive) is excited to announce three recent management promotions.



Brittany Ward has been promoted to Senior Branch Manager of the UMassFive’s Hadley and UMass Amherst branches. Ward started her career at the Credit Union ten years ago as a Member Service Specialist. During the last decade, she has held numerous roles, including Retail Training Specialist, Video Teller Supervisor, Contact Center Assistant Manager, and Video Teller Manager. For the past three years, she has served as Branch Manager of the Hadley branch. In her spare time, Brittany enjoys spending time with friends and family, shopping, being outdoors, traveling, and exploring new places.

“I am truly excited to step into the role of Senior Branch Manager at UMassFive, overseeing both our Flagship branch and the UMass Amherst campus branch. This new opportunity allows me to deepen my commitment to fostering financial well-being within our community and supporting our members in achieving their goals. I look forward to collaborating with our incredible teams across both branches, driving innovation, and strengthening the personalized service that defines who we are.” – Brittany Ward



Eurika Boulay has been promoted to Senior Branch Manager of UMassFive’s Northampton and Northampton VA Medical Center branches. Boulay began her career at the Credit Union nine years ago as a Member Service Specialist. Her roles have since included Northampton Branch Backup Supervisor, Northampton VA Medical Center Manager, and most recently the Northampton Branch Manager position. In her new role, Boulay will continue to ensure the delivery of the highest quality member service, maintain branch compliance, and collaborate with UMassFive’s Community Outreach Manager to strengthen the Credit Union’s presence in the greater Northampton community. Outside of work, Eurika enjoys spending time with family and friends, taking long walks, reading, and watching hockey.

“I was part of the team that launched our UMassFive branch at the VA five years ago. I am looking forward to once again serve our veterans and the employees of our local VA campus, and to continuing my service to the Northampton community.” – Eurika Boulay



Jamie Paradee has expanded her role as Digital and Payment Services Assistant Manager. Paradee began her UMassFive career in 2007 as a part-time teller at the Hadley branch before transferring to the Northampton branch as a Senior Teller. In 2012, she transitioned back to the Hadley Branch, where she was promoted to Interim Branch Supervisor, and then took on the role as the Credit Union’s first Facilities Manager. In this role, Paradee oversaw numerous branch remodels, a position that later expanded into Support Operations Manager. After a brief time away from UMassFive, she returned in 2024 as a Payment Services Specialist before being promoted to her current role. Jamie enjoys spending time with family and friends, quilting, reading, and spending summer afternoons on her boat.

“Payment and Digital channels are always changing; I am excited to challenge myself and grow throughout this journey. I look forward to analyzing payment data to find trends in the current systems we have and improve our process for our members.” – Jamie Paradee

UMassFive College Federal Credit Union (UMassFive) was established in 1967 and serves the University of Massachusetts, as well as the Five College System and over 50 other local organizations that share their community-based values and vision for a sustainable local economy. As a non-profit financial cooperative, UMassFive’s earnings are returned to their membership in the form of better rates, lower fees, and improved services and banking technology. The Credit Union offers a full range of financial products, including personal and business banking and lending, retirement planning and investments, and insurance. UMassFive has over 49,300 members, six branches, and assets of over \$700 million. For more information about UMassFive, please visit www.umassfive.coop.